



BRIEFLY...

ETA COULD NOT DETERMINE THE IMPACT ITS FACE FORWARD PROGRAM HAD ON PARTICIPANTS AGES 17 AND UNDER

March 31, 2020

WHY OIG CONDUCTED THE AUDIT

Juvenile arrest and incarceration can follow youth for the rest of their lives and become a major barrier to inclusion in the workforce. Face Forward grants were intended to help previously incarcerated youth overcome this barrier and prevent recidivism (re-incarceration due to a new offense). Prior OIG audits have identified ETA's history of grantees not meeting grant objectives and related performance goals. We were concerned similar problems existed with the Face Forward grants.

ETA awarded 64 Face Forward grants, totaling \$102 million. Services offered by Face Forward grantees included expungement of juvenile records, education and training, and employment placement. The Face Forward program ended on September 30, 2018; however, ETA has continued to award grants that address the full range of challenges faced by Face Forward participants attempting to transition back to the community.

WHAT OIG DID

We conducted a performance audit to answer:

Were ETA's goals and metrics reliable indicators of Face Forward's performance, and did grantees achieve those goals?

To determine this, we reviewed processes and performance data from July 1, 2013, to

September 30, 2018. This included substantial testing of performance data for eight grantees.

WHAT OIG FOUND

The goals and metrics established by ETA were not reliable indicators of Face Forward's performance. As a result, ETA could not determine the impact its Face Forward program had on participants ages seventeen and under. Grantees also did not achieve performance goals for key outcomes. We based our conclusions on the following:

The reported performance outcomes for participants aged 17 and under were unreliable as the underlying performance data was incomplete. Only 5,278 (58 percent) of the 9,028 participants in this age group were included. Reported recidivism rates for participants were also unreliable because of incomplete performance data. Only 3,989 (28 percent) of the 14,128 participants were tracked by grantees for potential recidivism.

Reported rates for other key performance indicators were unreliable due to inaccurate calculations. Reported performance for Industry Recognized Credentials, Employment Placement, Employment Retention, High School Diploma Attainment, School Retention, and Recidivism were overstated by 37 to 52 percent.

Despite the incomplete data and overstatements, reported performance indicated grantees did not achieve key goals for high school diploma attainment, expungements, and credentialing.

WHAT OIG RECOMMENDED

We made recommendations to ETA regarding the development of grantee performance measures, grant design, program guidance, and others. ETA agreed with our recommendations and stated it has already taken corrective actions to correct the issues identified.

READ THE FULL REPORT

<http://www.oig.dol.gov/public/reports/oa/2020/02-20-001-03-390.pdf>