

August 15, 2011

Lori Golino, Chair
Montgomery County Workforce Investment Board
Montgomery County Department of Economic Development
111 Rockville Pike, Suite 800
Rockville, Maryland 20850

Dear Ms. Golino:

An assessment of your local Workforce Investment Board's performance attainment conducted by DLLR's DWDAL has resulted in the need for the submittal of a corrective action plan. The assessment conducted included examination of performance outcomes as reported in the Maryland Workforce Exchange, the provision of technical assistance by the DWDAL, the engagement of an independent consultant to assist in the provision of technical assistance, including the evaluation of internal controls and other variables that may be affecting performance.

It is essential that you complete the Corrective Action Plan correctly and in sufficient detail to give confidence to the Maryland Department of Labor, Licensing and Regulations that the non-conformances have been suitably addressed in terms of root cause analysis and effective long term corrective actions, and that the non-conformance will not reoccur.

Please use this guidance document and others available on the DLLR website to aid in the completion of your Corrective Action Plan. Incorrect or incomplete completion may impact your future workforce investment board certification being granted and may impact Montgomery County's competitiveness and inclusion in award of state discretionary funds.

Only supporting information and objective evidence necessary to understand and close the non-conformances shall be attached to the Corrective Action Plan response. Be certain to clearly identify any attachments.

All corrective action responses must describe the actions taken to immediately:

- Assess and Identify the root cause
- Detail the actions to be taken to remedy the issue
- Identify process for ensuring that the non-conformance will not reoccur
- Identify individual(s) directly responsible for ensuring compliance

These actions must address the immediate or direct cause of the non-conformance.

The following details are identified areas of cited deficiency that requires a corrective action response and the identification of leadership that can address the following:

PHONE: 410.767-2999 - FAX: 410.333.5355 - INTERNET: www.dllr.state.md.us

Martin O'Malley, Governor - Anthony G. Brown, Lt. Governor - Alexander M. Sanchez, Secretary

Deficiencies

1. The development of administrative and operational policies that address the following: (this is not an exhaustive list)
 - Internal controls
 - Workforce Area Performance Accountability Plan
 - Vendor role and performance expectations
 - Processes for WIA policy communication and implementation
 - Staff training plan
 - Grant acquisition and deployment
 - Sub-recipient monitoring
 - Fiscal management
2. Failure to meet the minimum state performance standards for PY 2009 - 2010
3. Lack of knowledgeable performance management staff
4. Absence of fundamental management of program operations
5. Failure to interpret and implement federal and state policies and plans efficiently

Attached you will find the following supportive forms and documents:

1. Corrective Action Plan Template
2. Corrective Action Plan Guidance
3. Independent Contractor's Report
4. GWIB Certification Status Notification
5. DLLR Technical Assistance Report
6. Board Role and Responsibilities Narrative

Your completed plan, along with all supporting materials is due October 14, 2011. Please submit the complete package to my attention at 1100 N. Eutaw Street, Room 616, Baltimore, MD 21201. Future programmatic monitoring of your program's performance outcomes and operations will include evaluation of process improvement and progress on each of the aforementioned areas of non-conformance.

Please feel free to contact me if you have any questions or concerns.

Sincerely,



Paulette Francois
Assistant Secretary, DWDAL/DLLR

Cc: Isaiah Leggett, Montgomery County Executive
Alexander Sanchez, Secretary, DLLR
Lynn Reed, GWIB Executive Director
Steve Silverman, Montgomery County Economic Dev. Director
Barbara Kaufmann, Montgomery Works Executive Director
Ellen Flowers-Fields, Deputy Asst. Secretary, DWDAL/DLLR
Sheree Finley, Director Workforce Development, DWDAL/DLLR