

Summary of the DLLR TA Consultant's Report

The Department of Labor, Licensing, and Regulation (DLLR) hired a consultant to visit Montgomery County and to better understand the issues inhibiting the satisfactory performance of the WIA programs in the County; to provide verbal technical assistance where possible; and to determine which program elements need additional in-depth technical assistance or training.

In conducting the review of performance measures, particular areas of concern investigated included internal controls, processes for effective performance management and the application of internal training plans. At the Workforce Investment Board (WIB) level, the contractor examined available materials to determine if there were processes and procedures in place to ensure that WIB staff and contractors adhered to administrative and performance-related requirements and rules. The review of the Montgomery County Workforce Investment Board (MCWIB) occurred during the period of April – June 2011.

As a result of that review, the consultant has recommended several actions, which will be addressed in the corrective action plan to be submitted to DLLR by October 14th. They are:

1. **Staffing.** MCWIB should submit a plan for augmenting current staff. Appeal to the Department of Economic Development to re-establish the position eliminated from the MCWIB. Successful performance is challenged given the staffing reduction.
2. **Policies.** Submit a plan and time line for the development of local policies for its staff and Contractors. MCWIB must establish and implement policies and procedures that facilitate their Contractor's abilities to consistently and effectively manage WIA program performance in accordance with Federal and State requirements
3. **Training.** In conjunction with Contractors, the MCWIB should develop and submit a training plan for DLLR's review and possible support. The MCWIB should develop an annual training budget and work with DLLR to identify providers and cost savings. Develop a simple, but detailed, training package for neophyte MCWIB and Contractor staff to explain the basic concepts of, and requirements for, performance management and reporting and budget for MCWIB and Contractor staff to attend all relevant WIA training offered by the federal government. Work with Contractors create a staff development plan consisting of free and cost training that DLLR can to utilize as a basis for providing technical assistance support.
4. **Technical Issues** The MCWIB should submit a plan and time line addressing how it plans to fix any current technical problems with receiving performance

5. **Technical Assistance.** Provide and document technical assistance given to youth service providers to ensure that staff provides consistent follow-up services. The MCWIB needs to ensure that WIA policy that youth service providers conduct follow-up services for a minimum of 12 months is implemented. It should also establish a mechanism to document follow-up services provided by service providers is accurately recorded in the MWE participant files.
6. **Relationship with Contractor.** Engage a facilitator to address feelings of mistrust amongst the “team” (contractors).”
7. **Funding.** Review WIA allocations to identify funding to support the administrative requirements of the WIA program.

These areas listed above were identified by the consultant through interviews with WIB staff and contractors, observations at the one stop, and no interviews with WIB members.