

## DEPARTMENT OF WORKFORCE SERVICES

### SINGLE STATE AUDIT: WIA Improvement Strategies

January 2013

#### **BACKGROUND**

Each year, the Office of the Utah State Auditor conducts an evaluation of various DWS administered programs. Over the past several years, DWS' audit results in administering the WIA Adult, WIA Dislocated Worker, and WIA Youth programs have yielded outcomes of varying success. These audits evaluate the following:

- Payment Benefit Accuracy = Was the customer eligible for the financial benefit?
- Case Accuracy = Were Federal and State policies and procedures applied correctly?

AUDIT YEAR	WIA CASES SAMPLED	WIA CASES (Cited With 1 Or More Errors)	CASE ERROR RATE (Internal Control Weakness)	TOTAL QUESTIONED COSTS
FY 2010	39	27	69.2%	\$57,742.00
FY 2011	38	23	60.5%	\$29,137.00
FY 2012	39	23	59.0%	\$19,613.00

**Note: The FY 2012 WIA Compliance Accuracy Error Rate = 38.5% (15/39 cases with a payment error)**

While improvement has been noted with "questioned costs," the case accuracy (evaluating whether a case possesses one or more procedural or payment errors) has not improved correspondingly. As a result, we have developed aggressive strategies to improve our WIA outcomes.

#### **IMPROVEMENT IMPLEMENTATION STRATEGIES**

##### **1) Eligibility Targeted Review (December 2012)**

- The WDD Performance Review Team implemented a process to review new WIA enrollments thereby ensuring all eligibility factors have been satisfied.

##### **2) Edit Instrument Alignment – WDD and Single State Audit (January 2013)**

- Collaboration occurred with the State Auditor (Nathan Harrison) to ensure DWS' internal WDD PRT audit instrument aligned with the SSA audit instrument.
- As a result of this meeting, a new "edit blitz" instrument was created.

##### **3) 100% Compliance Review – All Active (approximately 3,400) Cases (January 2013 – April 2013)**

- A statewide, 100% compliance review ("edit blitz") will begin by January 16, 2013. It is anticipated this will take approximately 60 – 90 days to complete.
- The WDD PRT along with Service Area Supervisors and Program Specialists will review each active case from a compliance perspective.

##### **4) 100% Review of WIA Policy and Procedure (January 2013 – March 2013)**

- Clarification of Federal programmatic requirements and self-imposed policies.
- Clarification of policies or procedures in which our data mining efforts have suggested inconsistent policy application or confusion exists.
- Ensure UWORKS Help Text is consistent with policies and procedures.

##### **5) UWORKS Enhancements (Technological Accuracy Aid) (January 2013 – February 2013)**

- UWORKS enhancements are being implemented to address a number of error prone areas. Specifically focusing on Authorization Reconciliation, Selective Service Registration, and Dislocated Worker Eligibility.

The results of the initial policy/procedure review and the 100% edit blitz will shape our future road map tied to policy/procedure simplification and additional UWORKS enhancements.

While we believe these strategies will improve our WIA Case Management oversight, we do not anticipate the results will be fully reflected in the upcoming 2013 Single State Audit. Based upon the SSA sampling methodology timeframes, we may not fully gauge the impacts of these strategies until the 2014 Single State Audit.