

**U.S. Department of Labor  
Office of Inspector General  
Office of Audit**

## **BRIEFLY...**

Highlights of Report Number: 05-06-002-03-390, to Emily Stover DeRocco, the Assistant Secretary for Employment and Training

### **WHY READ THE REPORT**

The Workforce Investment Act (WIA) was enacted on July 1, 2000, to increase the employment, retention, skills, and earnings of its participants. One component of WIA is specifically designed to assist dislocated workers in finding replacement jobs or train these workers to qualify for jobs in new occupations. DOL provided funding to operate a WIA program in the State of Kansas through a grant to the Governor. Kansas is divided into five Local Workforce Investment Areas (LWIA).

Effective February 1, 2004, the Local Workforce Investment Board IV (LWIB) selected Affiliated Computer Services, Inc. (ACS) as the WIA program operator in Area IV. On December 9, 2004, a hotline complaint filed with the OIG alleged mismanagement of the Dislocated Worker Program and funds. Specifically, the allegations were: the complainant was improperly denied WIA program funds; the complainant's case file lacked documentation on training completed; WIA Dislocated Worker Program requirements and eligibility changed at each LWIB meeting attended by the complainant; the complainant's training requirements were inconsistent with WIA rules and regulations; the availability and amount of WIA needs-related funds were improperly restricted from the complainant; the complainant's training and educational assistance was delayed; incomplete or inaccurate information was given to the complainant; and the complainant was disapproved for training after completion of required job search activities.

**December 2005**

### **Alleged Violations of WIA Program and Federal Guidelines at One-Stop Center Operated by Affiliated Computer Services, Inc. (ACS)**

### **WHY OIG DID THE AUDIT**

OIG performed an audit to determine the validity of the complaint against ACS and its WIA program operation. To view the report, including the scope, methodology, and full grantee response, go to: <http://www.oig.dol.gov/public/reports/oa/2005/05-06-002-03-390.pdf>

### **WHAT OIG FOUND**

The OIG found the alleged mismanagement of the WIA Dislocated Worker Program and funds was unsupported.

The complainant made her initial visit to the One-Stop Center on June 17, 2004, seeking assistance. The complainant could not participate in the program of training services because she did not provide all required information for her enrollment. On November 4, 2004, ACS restarted her eligibility determination and ultimately provided educational assistance. The complainant is attending Butler County Community college and will transfer to Wichita State University for a Degree in Computer Science.

The LWIB IV WIA program policy was consistent with the WIA Act and regulations. WIA, Section 117 authorizes the LWIB to set policy for the workforce investment system within the local area. The LWIB decided and adopted a policy to give priority for training services for adult participants to recipients of public assistance and other individuals with low income in accordance with WIA, Section 134(d)(4)(E). The Act requires income verification.

### **WHAT OIG RECOMMENDED**

After examining the available information, we concluded the allegations were not supported. Consequently, we make no recommendations.