

PERFORMANCE AUDIT REPORT

**Reviewing the Accuracy of
Job Placement Information the
Department of Human Resources Is Reporting
About the KanWork Program**

**A Report to the Legislative Post Audit Committee
By the Legislative Division of Post Audit
State of Kansas
April 1993**

Legislative Post Audit Committee

Legislative Division of Post Audit

THE LEGISLATIVE POST Audit Committee and its audit agency, the Legislative Division of Post Audit, are the audit arm of Kansas government. The programs and activities of State government now cost about \$6 billion a year. As legislators and administrators try increasingly to allocate tax dollars effectively and make government work more efficiently, they need information to evaluate the work of governmental agencies. The audit work performed by Legislative Post Audit helps provide that information.

We conduct our audit work in accordance with applicable government auditing standards set forth by the U.S. General Accounting Office. These standards pertain to the auditor's professional qualifications, the quality of the audit work, and the characteristics of professional and meaningful reports. The standards also have been endorsed by the American Institute of Certified Public Accountants and adopted by the Legislative Post Audit Committee.

The Legislative Post Audit Committee is a bipartisan committee comprising five senators and five representatives. Of the Senate members, three are appointed by the President of the Senate and two are appointed by the Senate Minority Leader. Of the Representatives, three are appointed by the Speaker of the House and two are appointed by the Minority Leader.

Audits are performed at the direction of the Legislative Post Audit Committee. Legislators or

committees should make their requests for performance audits through the Chairman or any other member of the Committee. Copies of all completed performance audits are available from the Division's office.

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PERFORMANCE AUDIT REPORT

REVIEWING THE ACCURACY OF JOB PLACEMENT INFORMATION THE DEPARTMENT OF HUMAN RESOURCES IS REPORTING ABOUT THE KANWORK PROGRAM

OBTAINING AUDIT INFORMATION

This audit was conducted by Kelan Kelly, and Ellyn Sipp, Auditors, of the Division's staff. If you need any additional information about the audit's findings, please contact Mr. Kelly at the Division's offices.

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**Reviewing the Accuracy of Job Placement Information the
Department of Human Resources Is Reporting
About the KanWork Program**

Summary of Legislative Post Audit's Findings

The Department of Human Resources provides job preparation services for KanWork clients under a contract with the Department of Social and Rehabilitation Services as required by State law. Department of Human Resources staff provide job placement follow-up services for each employed KanWork participant at specified intervals during the 15-month period following initial employment. Once these services have been performed and documented, Human Resources staff provide reports to both local and central Department of Social and Rehabilitation Services KanWork staff.

Is the Department of Human Resources accurately counting, recording, and reporting job placement information for its KanWork clients? We found the Department of Human Resources' records show KanWork clients' employment status at the appropriate follow-up intervals. However, that information often was not obtained on a timely basis, primarily because the Department of Human Resources did not receive notification from local Social and Rehabilitation Services' KanWork staff until after the follow ups were due. Human Resources staff conduct and record these follow ups even though they are late.

The Department of Human Resources provides a monthly report of its job placement follow-up activities to the Department of Social and Rehabilitation Services. However, the information provided is not very useful in helping Social and Rehabilitation Services monitor contract compliance and job placement activities. For example, we noted that the Department of Human Resources has clients' job-turnover information that could be useful in helping the Department of Social and Rehabilitation Services fulfill its legal requirements, but Social and Rehabilitation Services is not requesting this information.

We would be happy to discuss the findings presented in this report with any legislative committees, individual legislators, or other State officials.



Barbara J. Hinton
Legislative Post Auditor

Reviewing the Accuracy of Job Placement Information the Department of Human Resources Is Reporting About the KanWork Program

The Department of Human Resources provides job preparation services for KanWork clients under a contract with the Department of Social and Rehabilitation Services. These services include supervised or unsupervised job search, job referral and placement services, and employment counseling. As part of their job placement responsibilities, local Human Resources staff perform job placement follow-up services to obtain employment information on each employed KanWork participant they have worked with. Local staff also provide follow-up-only services for KanWork clients referred from the Department of Social and Rehabilitation Services who obtained employment without assistance from the Department of Human Resources.

Legislative concerns have been raised that the Department of Human Resources may not be accurately counting, recording, and reporting job placement information for its KanWork clients. Specific concerns focus on whether the Department's records accurately reflect the status of KanWork employees after they have obtained jobs, client's turnover in jobs, and the total number of placements a client has had. Other concerns raised are that the information being reported to the Legislature about these clients may be misleading. The Chair of the Legislative Post Audit Committee authorized this 100-hour performance audit to address the following question:

Is the Department of Human Resources accurately counting, recording, and reporting job placement information for its KanWork clients?

To answer this question, we reviewed State statutes and federal regulations. We reviewed the contract for client services between the Departments of Human Resources and Social and Rehabilitation Services. In addition, we interviewed officials from both Departments, and from the U.S. Department of Health and Human Services. We also interviewed Department of Human Resources staff from the Topeka-area KanWork office, and we reviewed policies and procedures for conducting job placement follow-ups. Finally, we reviewed records in a sample of client files and those generated by computer regarding clients' job placements, turnover, and employment status. In conducting this audit, we followed all applicable government auditing standards set forth by the U.S. General Accounting Office.

In general, we found that Department of Human Resources' records do reflect KanWork clients' employment status at the appropriate follow-up intervals. However, that information often was not obtained on a timely basis, primarily because the Department did not receive information on clients' employment on a timely basis. Human Resources staff conduct and record these follow ups even though they are late. They also provide a monthly report of their job placement

follow-up activities to the Department of Social and Rehabilitation Services. However, the information provided is not very useful in helping Social and Rehabilitation Services monitor contract compliance and job placement activities. These and related findings will be discussed in more detail after a brief overview.

Overview of the Department of Human Resources' Role in KanWork Job Placement Follow-Up Activities

In 1988, Congress enacted the Family Support Act. This federal welfare reform legislation created the Job Opportunities and Basic Skills (JOBS) Program. The goal of this program is to help participants become self-sufficient. The 1988 Legislature created the KanWork Program to implement the federal program in Kansas.

The Department of Social and Rehabilitation Services is the State agency with primary responsibility for the KanWork Program. The KanWork Act requires the Secretary of Social and Rehabilitation Services to contract with the Department of Human Resources to provide job counseling, job development, job referral, job placement, and on-the-job training services to job-ready KanWork clients. Although there is no federal mandate, State law also requires the Department of Social and Rehabilitation Services to track clients' job-retention rates.

By Contract, the Department of Human Resources Is Supposed to Contact KanWork Clients and Their Employers On a Periodic Basis After They Find Employment

The contract between the two agencies specifies that the Department of Human Resources will provide job placement follow-up services for each KanWork participant during the 15-month period following initial employment. The Department receives KanWork clients for job placement follow-up in one of two ways. First, clients may be referred for job placement assistance by the Department of Social and Rehabilitation Services once that Department determines a client is job-ready. In these cases, the Department of Human Resources works with the client to help him or her find a job. Second, clients may be referred for follow-up-only services if they obtain employment on their own.

Once a client has been referred to Human Resources, the Department is required to perform both participant and employer follow-up contacts. Under the contract, participants are to be contacted at specific intervals throughout the 15-month follow-up period. We did not review these contacts in this audit. Department staff also are required to contact employers to conduct an initial employment verification and to verify employment information at 30-, 60-, and 90-days, 1 year, and 15-months. Through these contacts with employers, staff collect and verify information on the number of hours a participant works, salary, benefits, position title, promotions, and any problems the employee may be having on the job.

Human Resources staff document each employer contact in a log in the client's file. Information obtained from each employer contact also is entered onto a Jobs Form. A copy of this form is sent to the participant's case worker at the local Social and Rehabilitation Services KanWork office. Information about employment follow-up activity from the Jobs Form also is entered into the Human Resources'

computer database, and a monthly report is created. This report is sent to the Department of Social and Rehabilitation Services' central KanWork office in Topeka. According to Human Resources staff, information on job placement follow-up activity is not reported directly to the Legislature.

Is the Department of Human Resources Accurately Counting, Recording, and Reporting Job Placement Information For Its KanWork Clients?

We found the Department of Human Resources' records show KanWork clients' employment status at the appropriate follow-up intervals. However, that information often was not obtained on a timely basis, primarily because the Department of Human Resources did not receive notification from local Social and Rehabilitation Services' KanWork staff until after the follow ups were due. Human Resources staff conduct and record these follow ups even though they are late. The Department of Human Resources provides a monthly report of its job placement follow-up activities to the Department of Social and Rehabilitation Services. However, the information provided is not very useful in helping Social and Rehabilitation Services monitor contract compliance and job placement activities.

In the Sample of Cases We Reviewed, Department of Human Resources Staff Did Not Conduct Most Job Placement Follow Ups on a Timely Basis

We reviewed a sample of 33 participant files at the Topeka KanWork office. This review included 22 files of clients who were referred for follow-up-only services, and 11 files of clients who were referred for job placement services. In the 33 cases we reviewed, staff should have performed a total of 114 initial employment verifications and 30-day, 60-day, and 90-day follow ups. Of this total, 71 (62 percent) were not conducted within one week of the scheduled due date.

These follow ups generally were not completed on a timely basis because the Department of Social and Rehabilitation Services did not refer most clients for follow-up-only services until several months after the participants had obtained employment. For example, the Department of Human Resources did not receive referrals for 17 of the 22 clients in our sample who were referred for follow-up-only services (because they already had jobs) until after their first 30-day follow-up verification was due. Human Resources officials told us it was not unusual for the Department of Social and Rehabilitation Services not to know for several months that a KanWork client has obtained employment, because such clients are very mobile and often do not respond to Social and Rehabilitation Services' inquiries.

There is not a lot the Department of Human Resources can do to improve the timeliness of the follow ups in these instances. However when the follow ups are not conducted on a timely basis, neither Human Resources' nor Social and Rehabilitation Services' staff are in a position to help the client if he or she experiences difficulties during the first several months of employment.

**Most of the Clients in Our Sample
Were Still Employed as of
Their Last Follow-Up Contact,
and Most Had Had
Only One Employer**

Of the 33 clients in our sample, 29 were employed as of the date of their last follow-up contact. One client was unemployed at the end of 30 days. Two were unemployed at the end of 60 days, although one of these had a job by the time of the 90-day follow up. Two clients were unemployed at the 90-day follow-up contact.

All but two clients had just one employer. These two clients had two employers each, and both still were employed by their second employer at the time of their last follow-up contact.

Our sample did not include any clients who were due for either a 12-month or 15-month follow-up contact, so we cannot tell what these clients' employment might look like after they had been employed for one year or more.

**The Department of Human Resources
Sometimes Receives Client Information
Several Months After the Client
Has Obtained a Job**

During our review of files, we found one case where a KanWork client was first employed in August 1992. The Department of Social and Rehabilitation Services notified Human Resources about the client in February 1993, roughly six months after the client got a job. Human Resources was to provide follow-up-only services for this client.

On February 23, 1993, Human Resources staff contacted the client's employer and conducted an initial employment verification, a 30-day follow-up verification, a 60-day follow-up verification, and a 90-day follow-up verification. The client had been employed at each scheduled follow-up date.

Clearly, in this instance, Human Resources staff could not have conducted the required follow ups on a timely basis because they did not have the information needed to conduct them.

Department of Human Resources staff record participants' employment status, even when a referral from the local Department of Social and Rehabilitation Services office arrives after a follow-up due date. When client information provided by the Department of Social and Rehabilitation Services arrives late, Human Resources staff at the Topeka office still contact employers to see if clients were employed at the scheduled follow-up dates. They then record all required employment status information after-the-fact for clients as of the time the client started work, and as of 30 days, 60 days, and 90 days later, even though the employer was not contacted as of those times.

Department officials told us they recorded the information this way because they are required by contract to make these contacts.

We noted that, when Human Resources staff conducted the follow ups late, the manual records in client files showed the date the contact was made, rather than the due date. On the computer records, the date the contact actually was made is not recorded. Instead, the computer information shows the "transaction" date, which is the date the follow-up contact was due, and the "posting" date, which is the date the follow-up contact was entered into the computer. As a result, it is not possible to tell from the computer records when the follow-up contacts were conducted. This information is available only in the client files.

**Department of Human Resources Reports to
The Department of Social and Rehabilitation Services
Do Not Provide Useful Management Information**

When Human Resources staff make follow-up contacts for KanWork clients, they send this information to the local Social and Rehabilitation Services office. But the monthly statistical information reported to the central office about client employment status and related information does not provide the Department of Social and Rehabilitation Services with information that is very useful. Our conclusion is based on the following:

- *The statistics show the number of contacts made during a month, but not the number that should have been done.* The monthly report shows the number of clients in 30-day, 60-day, 90-day, 12-month, and 15-month follow up. Staff in both Departments told us that this figure indicates the number of follow-up contacts actually made in each category during the month. (Because many follow-up contacts are late, a monthly report may reflect a 30-day, 60-day, and 90-day contact for the same person.) A year-to-date figure also is provided for each category.

By contract, Human Resources is supposed to follow up on clients at the preset intervals described above. However, the Department does not provide, and the Department of Social and Rehabilitation Services apparently does not ask for, any information showing how many follow ups in each category should have been conducted, and when those follow ups should have been conducted. With the information it receives, the Department of Social and Rehabilitation Services cannot determine whether Human Resources is meeting the terms of the contract.

- *The Department of Human Resources maintains information on job retention and turnover, but does not provide this information to the Department of Social and Rehabilitation Services.* During our review, we noted that the Department of Human Resources maintains information in KanWork client files on the number of jobs each client has had in the KanWork program, and on clients' employment status at each contact interval, as well as throughout the follow-up interval. The current contract between the two agencies requires Human Resources to provide data on the number of clients employed at each follow-up period. However, this information is not included in the monthly reports the Department submits to the Department of Social and Rehabilitation Services. The contract does not require the Department of Human Resources to report information it maintains on job turnover, which could help identify whether clients were continuously employed or had numerous jobs and long breaks between them.

This information would allow the Department of Social and Rehabilitation to track the job-retention rates of KanWork participants for up to 15 months after

they have obtained employment and are no longer eligible for cash assistance, as required by State law.

Conclusion

Although the Department of Human Resources records some information about clients' employment status after-the-fact, it does not appear that those actions were intended to be misleading. In most cases we reviewed, these clients simply were not referred to the Department in time to conduct the periodic follow ups when required. Nonetheless, the effect is that computerized information may be misinterpreted, clients may not receive employment-related services when they need them, and the effectiveness of the KanWork Program may be reduced.

In addition, because the Department of Social and Rehabilitation Services receives only limited client employment follow-up information from the Department of Human Resources, it does not have the information it needs to track job-retention rates as required by State law. Further, the Department of Social and Rehabilitation Services does not have adequate data to provide meaningful program information in the area of employment follow-up to the Legislature.

Appendix A

Agency Responses

On April 21, we provided copies of the draft audit report to the Department of Human Resources, and the Department of Social and Rehabilitation Services. Their responses are included as this appendix.

In its response, the Department of Social and Rehabilitation Services pointed out that its most recent contract requires the Department of Human Resources to report additional information to them monthly. We made changes in the audit report to reflect these comments.



Kansas Department of Human Resources

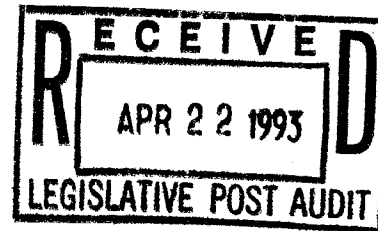
Joan Finney, Governor
Joe Dick, Secretary

Office of the Secretary

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April 22, 1993

Barbara J. Hinton
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Dear Ms. Hinton:

Thank you for the opportunity to comment on the draft copy of your completed audit report, Reviewing the Accuracy of Job Placement Information the Department of Human Resources is Reporting about the KanWork Program.

The Department of Human Resources provides client and program information to the Department of Social and Rehabilitation Services on the JOBS KanWork Status Change Notice and the DHR Monthly State KanWork Report as well as other information as requested.

The JOBS KanWork Status Change Notice is generated by DHR staff on individual clients as activities or changes occur. This includes job information such as: placement or obtained employment, full or part time employment, employer, employer address and phone number, job title, hourly wage, hours per week, starting date and information regarding follow-ups and if the client is employed or not. On this form in the comment section, staff also provides other information to SRS that may be relevant.

On the monthly report, DHR provides information as required by the contract which includes number of clients per month, cumulative numbers for specific activities, and information regarding number of clients and participation levels for specific activities. SRS also requires DHR to provide lists of names of individuals who attend the Career Exploration Workshops and what their career choices are.

Although monthly reports do not include specific details about job placement, this information is provided to SRS on an individual basis as clients are placed. In response to monthly reports providing information useful to SRS in monitoring contract compliance, some information such as whether DHR is meeting the required number of placements and OJTs is included on the monthly report. DHR is presently reporting information as requested in the

Barbara J. Hinton
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contract, however, there is other information such as the number of potential follow-ups due for each month along with the number that is actually conducted.

In response to the fact that referrals for "follow-up only" services are not timely, both agencies have been working on clarifying this policy. DHR and SRS are now meeting regularly to address such issues and concerns, and these joint sessions should improve the time lag of some referrals. There are, however, some time lag problems which neither DHR or SRS can control, such as when a client fails to notify SRS when they become employed. Another corrective action would be to automate the referrals from SRS to DHR. It would be ideal if DHR and SRS were "on line", with electronic access to one another's files. DHR and SRS are currently engaged in a joint strategic planning process to improve the KanWork program, and such issues are being addressed as part of that process.

In response to the finding that computer information shows the "transaction" date and the "posting", although it does not show actual date follow-up is conducted, we would note that in most cases the date conducted is a day or so after the actual contact. DHR will make necessary changes to resolve this situation.

In response to the finding that DHR reports to SRS do not provide useful management information, we would point out that DHR provides all information which is requested by SRS. At this time, until DHR begins to receive all of the referrals for follow-ups, we have the capability to provide retention rate, client characteristics, and potentially other data that SRS could use to evaluate and review client employment. Currently, DHR can provide this information only for those we now have in our system.

DHR does have reports that indicate the number of contacts that are scheduled to be made by each office. This number is available and could be reported. The information that DHR has regarding the number of jobs each client has had and the employment status at each contact interval is reported on the JOBS Form to the individual SRS caseworker.

CONCLUSION

DHR will address the issue of transaction dates and the posting dates. SRS maintains case files and provides transitional services to clients as deemed appropriate, and the computer information provided by DHR does not directly impact employment-related services. However, if all follow-ups were done at pre-set intervals, it is possible that some clients could be assisted to retain their employment and receive additional services or direction.

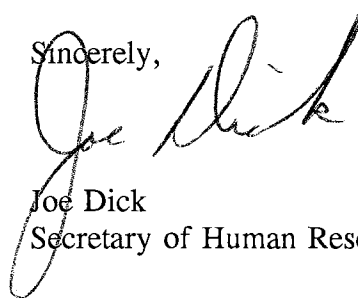
The purpose of the 30-day, 60-day, 90-day, one-year and 15-month client follow-ups is to determine if clients are employed at those times. DHR provides to SRS information regarding changing jobs or employers, as well as whether or not clients are still employed.

Barbara J. Hinton
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DHR has the capability and capacity to provide additional data such as client characteristics and retention rates needed by SRS to provide, not only the information needed to meet federal and state reporting requirements, but also other data useful for management and evaluation purposes. The automated wage file which DHR maintains on employees in Kansas for Unemployment Insurance purposes could track long-term employment information on KanWork clients in a cost-efficient manner through utilization of an existing DHR administrative data base.

We appreciate the opportunity to provide these comments on your report.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Dick". The signature is written in a cursive style with a large initial "J" and "D".

Joe Dick
Secretary of Human Resources

JD:KK:tw

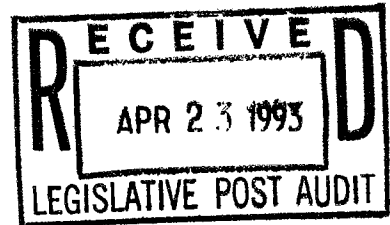


JOAN FINNEY, GOVERNOR OF THE STATE OF KANSAS

KANSAS DEPARTMENT OF SOCIAL
AND REHABILITATION SERVICES

DONNA WHITEMAN, SECRETARY

April 23, 1993



Barbara Hinton
Legislative Post Auditor
Legislative Division of Post Audit
800 SW Jackson, Suite 1200
Topeka, KS 66612-2212

Dear Ms. Hinton:

Thank you for the opportunity to review and respond to the performance audit Reviewing the Accuracy of Job Placement Information the Department of Human Resources is Reporting About the KanWork Program. The post audit has concentrated on the follow-up done by the Department of Human Resources (DHR) of KanWork clients who have obtained employment. SRS has contracted with DHR since 1989 to provide services to job ready clients. The contract for these years required DHR to report as follows:

Reports:

Prepare and submit monthly reports to SRS KanWork by the 15th of the following month for the duration of the contract period. NOTE: Information submitted will be for the previous month and year-to-date, and by county and state totals. Statistical reports shall consist of:

1. Total number of new referrals during report month, (and year-to-date).
2. Number of cases pending (referred but not yet receiving services).
3. Total number of KanWork participants actually receiving services from DHR during the report month.
4. Number of participants needing additional social services.
5. Number referred to SRS for non-compliance and possible penalty.
6. Number of participants receiving services:
 - a. Number receiving Vocational Counseling.
 - b. Number receiving Vocational Testing.
 - c. Number of participants in Career Exploration Workshops.
Also, number of Career Exploration Workshops held during report month.
 - d. Number receiving Job Search Services.
 - e. Number in On-the-Job Training (OJT):
 - (1) Number in full-time OJT's with employee benefits.
 - (2) Number in full-time OJT's without benefits.

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- (3) Number in part-time OJT's with employee benefits.
- (4) Number in part-time OJT's without employee benefits.
- (5) Number placed in apprenticeable occupations.
- (6) Number referred to JTPA for OJT.
- (7) Average hourly wage at time of placement for 1-6 above.
- 7. Number of participants receiving Job Development and Placement.
- 8. Number of participants employed:
 - a. Number obtaining employment without direct placement by DHR:
 - (1) Full-time with benefits.
 - (2) Full-time without benefits.
 - (3) Average hourly wage at time of hire.
- 9. Number placed in unsubsidized positions by DHR:
 - (1) Full-time with benefits.
 - (2) Full-time without benefits.
 - (3) Average hourly wage at time of hire.
 - (4) Part-time with benefits.
 - (5) Part-time without benefits.
 - (6) Average hourly wage at time of hire.
- 10. Total number receiving participant Follow-up services AND the number still employed at each follow-up interval:
 - a. 30-day
 - b. 60-day
 - c. 90-day
 - d. One year (12 months)
 - e. 15 months

The excerpt from the contract above was signed by Secretary Joe Dick and Secretary Donna Whiteman on October 7, 1992. This contract did expand the follow-up to fifteen months and the data is requested by SRS as indicated. Attached is a copy of data for the last two fiscal years. The Post Audit reference to SRS not requesting information is unclear, as data has been requested on a regular basis. In addition, SRS has made repeated attempts to gain agreement with DHR to share data electronically, so that referrals are automatic and so SRS staff could access data from DHR to follow up on KanWork clients. In the past this has been problematic and access has been denied because of program and security issues. However, in the past six months, SRS and DHR have been working together very well and have made considerable progress on developing a joint mission, vision and goals statement for the KanWork program. In addition, the KsCares staff, which is designing and getting ready to pilot the new computing case management system for KanWork and child care, has been meeting with DHR to finalize the electronic transfer of data which will allow automatic referrals of clients and the collection of data. Although this agreement has not been finalized, we believe security issues can be overcome which will allow the data transfer and electronic linkage.

The Post Audit expressed concern about timely referral of clients to DHR. The history of the DHR follow-up services has been varied. In the early stages of the program, our follow-up time frames on the SRS side matched the DHR follow-up times. The difference was the SRS worker did the follow-up with the client, and the DHR worker did the follow-up with the employer. Staff at the local office felt this work was duplicative. Our directive was to provide follow-up services to employed participants in order to aid in job retention. It was difficult for an SRS worker to understand why we would refer an employed participant to DHR

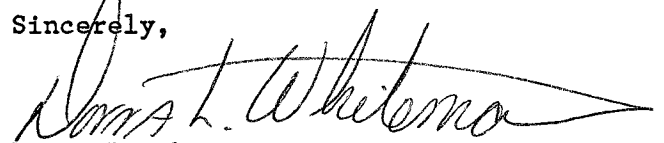
when we would be following up on providing services. In addition, many of the clients who had no contact with DHR in obtaining employment objected to having their employers contacted. A final disincentive occurred because at one time to refer a client to DHR meant sending about five pages of paperwork. In addition, a client may obtain employment at any point in the process. This could be prior to referral to DHR, while participating in SRS KanWork activities or subsequent to a referral to DHR for job development and job placement services. They may find this job totally on their own and if they feel they do not want transitional or post employment services from SRS, they may not notify us that they have a job. SRS may first find out about the employment when the client submits their next monthly report to their Income Maintenance worker, showing income due to employment. If the client does not submit the required monthly report, the Income Maintenance worker would suspend the client's income maintenance case and the KanWork case manager would be notified. Attempts to locate the client would be made. If we are unable to contact the client, then the first indication we would have that the client is working would be on the SRS/DHR cross match which is done quarterly.

On 10/7/92, a contract was negotiated, requiring additional follow-up by DHR, as well as to require them to follow-up on clients who found employment on their own or through SRS. This required a new process by both DHR and SRS. This has gone well in most areas. As indicated in the audit, this data is reported to SRS offices so that the case manager may provide service. DHR has not yet begun submitting the additional data required in the new contract, but local offices have been meeting to work out processes, and we believe the system will continue to be improved.

Finally, the last paragraph of the conclusion is somewhat misleading. SRS has requested information from DHR and continues to work to access the KES System. This data is needed for the entire cash assistance population, not just KanWork recipients. When we gain this access, it will allow us to compare KanWork clients with non KanWork clients to look at wages, job retention, etc. In the past additional requests could have been made, but in most instances could not have been done without additional funding.

We also do not believe the final sentence is substantiated by this audit, as the DHR KanWork data is only one part of the KanWork program information needed for evaluation of this program.

Sincerely,



Donna L. Whiteman
Secretary

DLW:JKS:cjd

KANSAS DEPARTMENT OF SOCIAL AND REHABILITATION SERVICES

February 2, 1993

CLIENT ACTIVITY RELATED TO CONTRACT WITH
DEPARTMENT OF HUMAN RESOURCES

	<u>FY 91</u>	<u>FY 92</u>
Number of clients referred	1286	1059
Number of referrals active at DHR	2728	3676
Number referred to SRS:		
Inappropriate referral	17	10
Needs additional services	48	101
Referred for possible penalty	66	77
Number in pending (new)	619	583
Number in Job Search/Job Development	419	415
Number in Vocational Counseling	472	439
Number tested/assessed	554	2373
Number in OJT	47	43
Number referred to JTPA	9	3
Number in Career Exploration Workshops	N/A	167
Number of employments:		
Obtained own jobs	261	151
Placed directly by DHR	17	78
Total number of employments	278	229
Average hourly wage at hire	\$5.35	\$5.50
Average hours worked per week	36.68	35.20
Number full-time	772	187
Number part-time	78	42

Number of follow-ups:

30-day	429	234
90-day	433	237
1 year	317	239
Total follow-ups	1180	710

