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## POLICY # 30

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| <b>Title:</b>      | <b>Monitoring</b>                        |   |
| <b>Program:</b>    | Workforce Innovation and Opportunity Act |   |
| <b>Effective:</b>  | July 1, 2023                             |   |
| <b>Revision #:</b> | 2  | <b>Original policy date:</b> April 28, 2017 |

**Purpose:** To outline how the Workforce Development Board Mid-Ohio Valley (WDBMOV) will comply with the monitoring requirements of the Workforce Innovation and Opportunity Act of 2014 (WIOA).

**References:** Workforce Innovation and Opportunity Act (WIOA) Section 185 (c )(3); CFR 683.410

**Background:** WIOA states that “each local board shall monitor the performance of providers in complying with the terms of grants, contracts, or other agreements made pursuant to this title.”

**Policy:** The WDBMOV has established as policy that providers with whom the WDBMOV has a contract with will be monitored annually to ensure compliance with the provisions of Title I of the WIOA.

WDBMOV defines providers to mean those entities who have been contracted through the Request for Proposal process and with whom a 2-part contract has been awarded.

### **Monitoring Procedure:**

- Monitoring performance measures are agreed upon during contract negotiations.
- Staff provide a monitoring schedule for the program year at the contract negotiations.
- An email is sent to the contractor to remind them of the upcoming monitoring and the agreed upon negotiated performance measures are attached. The email details all necessary documentation needed to conduct the monitoring. Participant files are only required when a comprehensive monitoring is done. If files are necessary, Comprehensive Review, the WDBMOV will pick up the requested files at will.
- WDBMOV staff will randomly choose which participants to monitor proportionally from each case manager.
- The percentage of files to be monitored will be determined by the WDBMOV.

- WDB staff monitor the files and documentation to determine compliance with WIOA and WDBMOV policies and procedures and statement of working contracts provided.
- Upon completion of the monitoring, an exit interview is done with the contractor staff to go over any issues and allow for any dispute and resolutions. If all negotiated performance measures are met, an exit interview is not required.
- A letter of the monitoring results will be emailed to the contractor within 30 days of the monitoring completion.
- The contractor has 30 days to respond with a corrective plan of action, if required.
- Follow-up and technical assistance will be given by WDBMOV staff to the contractor if needed to bring them into compliance with WIOA and WDBMOV policies.

**Action:** Staff of the WDBMOV will perform monitoring at least once yearly of providers (as defined above) operating under contract with Region 4 to provide adult, dislocated worker, and/or youth programs.

**Expiration Date:** Effective until rescinded or modified by the Workforce Development Board Mid-Ohio Valley.