Office of Economic and Workforce Development

Workforce Development Division

Program Monitoring Overview
2019-2020

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Overview

- **Federal, State, and City Governments requires OEWD to conduct ANNUAL compliance reviews of all workforce funded programs.**

- **OEWD is ensuring that providers are meeting and documenting services according to funding requirements and contractual agreements.**

What we look for during Monitoring Visit

- **Physical and Programmatic accessibility to both the service provider facility and program services**

- **Required eligibility documents in participant files**

- **Maintain separate file for participant's medical and disability disclosure form/records**

- **Completed participant forms (including dates and signatures**

- **Accurate documentation that participant is receiving services intended by scope of work**

Program Officers vs Program Monitors

Program Officers:

- Negotiates program deliverable and scope of work
- Evaluates overall performance vs contractual goals
- Primary contact for providing technical assistance and funding compliance
- Prepare providers for program monitoring visits

Program Monitors:

- Provide guidance on monitoring procedures
- Primary contact for monitoring visits
- Review compliance issues during monitoring and communicates initial findings with program officers

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Required Postings for Facility Review

- See Facility Review Checklist
- See Grievance Rights Form
- Nondiscrimination and Equal Employment Opportunity Form
- Minimum Wage Information
- Alternative formats of all procedures for individuals with vision loss and/or individuals who speak languages other than English
- Physical and programmatic accessibility, provide reasonable accommodations to individuals with disabilities

Employment Verification

Acceptable Documents (only one required):

- OEWD Form 117 - Written Employment/Education Verification Form, completed and signed by employer
- Jobs Portal verification
- Copy of check stub
- Copy of official letter of employment from employer
- Email from employer confirming proof of employment
- Third party employment verification (TheWorkNumber)
- Bank statement of direct deposit with employer name on statement
- Employment Verification Waiver Form (EVFW)

CDBG/General Funds Eligibility Forms

CDBG:

- 2019-2020 Family Income Verification Form - commonly known as Form G or OEWD approved application with required Form G information (English, Spanish, Chinese, Tagalog)
- OEWD Release of Information
- OEWD Participants Rights and Responsibilities
- Case notes should be documented every 30 days or quarterly (detailed)
- Participants forms are posted on OEWD website

General Fund:

- Intake application (agency intake or Form G)
- Proof of San Francisco residency (government-issued photo ID preferred if available)
- Case notes should documented every 30 days or quarterly (detailed)
- OEWD Release of Information
- OEWD Participants Rights and Responsibilities
- Participants forms are posted on OEWD website

WIOA Eligibility Forms

WIOA Requirements

WIOA Adult and Dislocated Worker:

- OEWD WIOA Workforce Central (WFC) application
- WIOA Title I Form Required for Adult and Dislocated Worker
- WFC enrollment, exit and follow-up form not required in case file
- OEWD Release of information
- OEWD Participants Rights and Responsibilities
- Case Notes (must indicate enrollment, placement, activity start dates, & closures/exit)
- Participants forms are posted on OEWD website

WIOA Youth:

- OEWD WIOA Workforce Central (WFC) application
- WIOA Youth Eligibility Checklist
- Individual Service Strategy (ISS)
- WFC enrollment, exit and follow-up form not required in case file
- OEWD Release of information
- OEWD Participants Rights and Responsibilities
- Case Notes (must indicate enrollment, placement, activity start dates, & closures/exit)
- Participants forms are posted on OEWD website

Monitoring Visits

- No fewer than (5) case files per program area will be reviewed
- OEWD will interview at least two (2) participants per program area for the agency
- Providers must record monthly or quarterly case note summaries (check with Program Officer)
- Case notes must include dates of service, description of services provided, closures/exits and any next steps
- Roster will be provided 24 hours in advance for electronic case notes

Next Steps

Providers Next Steps

1. Review and understand this Program Monitoring Overview presentation

2. Participate in monitoring conference call (optional)

3. Complete, sign, and submit Program Monitoring Review Form to Alfredo.Fajardo@sfgov.org by **10/25/2019**

4. Only One Program Monitoring Review Form required per agency

Next Steps for Monitoring Visits

- Program Monitoring Officers will contact grantees to schedule monitoring visits

- Monitoring site visits will be scheduled between January 2020 to March 2020

- All forms are located on OEWD website http://oewd.org/oewd-program-monitoring

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