Office of Economic and Workforce Development

Workforce Development Division

Program Monitoring Overview
2021-2022

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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 Review

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

- **Participant Interviews via phone or video call**

- **Participant Case File Review**
  - **Required eligibility documents in participant files**
  - **Maintain separate file for participant's medical and disability disclosure form/records (not required to provide during remote/virtual review)**
  - **Completed participant forms (dates & signatures waived, must provide dated & signed copies once COVID-19 safety restrictions are lifted and in-person services resume)**
  - **Accurate documentation that participant is receiving services intended by scope of work**
  - **CASE NOTES (At a minimum quarterly and outlines service(s) provided)**

- **Complete OEWD Desk Review Questionnaire and provide requested documents on or before February 14, 2022.**

Program Specialists vs Program Monitors

Program Specialists:

- 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 reviews

Program Monitors:

- Provide guidance on monitoring procedures
- Primary contact for monitoring reviews
- 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 & programmatic accessibility, reasonable accommodations to individuals with disabilities
- **Email/upload photo/snapshots of the facility and required postings**

Employment Verification

- 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
- Placement Verification Waiver Form (PVWF)
- Education Placement (if applicable): Class schedule or acceptance letter

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CDBG and General Funds Eligibility Forms

- Workforce Development Application Form
- OEWD Release of Information
- OEWD Participants Rights and Responsibilities
- Case notes should document every 30 days or quarterly (detailed)
- Participants forms are posted on OEWD website

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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 Reviews

- 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 of participant case files to be reviewed will be provided 24 hours in advance and upload to OEWD's OneDrive

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 **01/31/2022** (Only One Program Monitoring Review Form required per agency)

4. Complete and attach requested documents of Desk Review to Lead Program Monitor and copy Alfredo.Fajardo@sfgov.org by **02/14/2022**

Next Steps for Monitoring Reviews

- Lead Program Monitors will be in contact with provider staff to submit list of participants to upload documents for case file reviews, email or upload snapshots of postings, and work with provider staff to schedule participant interviews

- Monitoring reviews will be scheduled between February to May 2022

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

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