

APRIL 14, 2021

TO: All Western Piedmont Workforce Development Area Title III Contractors

SUBJECT: One-Stop Operator Monitoring Policy

EFFECTIVE DATE: Immediately

EXPIRATION DATE: Indefinitely

CONTACT: Workforce Development Administrator

Wendy Johnson

Wendy Johnson
Workforce Development Director

ONE-STOP OPERATOR MONITORING POLICY

PURPOSE: To meet Western Piedmont Workforce Development Board (WPWDB) monitoring requirements & One-Stop Operator performance as outlined in the **Request for Proposal (RFP)**/Contract with the goal of collecting sufficient data to:

- Analyze how services are provided through the One-Stop Centers (hereafter referred to NCWorks Career Center)
- To determine any quality or operational issues related to One-Stop (NCWorks **Career Center**) operations

The objective of monitoring includes:

- Evaluate center effectiveness and impact
- Identify center successes and challenges
- Evaluate center performance and service goals
- Provide guidance and technical assistance to ensure quality workforce services are provided to NCWorks Career Center customers (employers and job seekers).

To rescind WPWDA NCWorks Career Center Quality Assurance Review Process, Tools & Instructions Policy Statement dated May 18, 2020.

BACKGROUND: WPWDB as the oversight entity under WIOA (Workforce Innovation and Opportunity Act) for Alexander, Burke, Caldwell and Catawba Counties, takes seriously their role of ensuring that NCWorks Career Center services are meeting the needs of the community as determined by conducting objective quality assurance reviews and providing technical assistance to all WPWDB NCWorks Career Centers.

PROCEDURE: WPWDB staff will conduct an annual review of career center operations and performance of the center. Additional review may be completed if necessary based on the results of the annual review.

Below are the components to the monitoring:

Career Center Operation and Performance

- a. One-on-One Interview (102-Initial Assessment)
- b. ncworks.gov Profile
- c. Activities/Codes for services received
- d. Case Notes
- e. Appearance/Orderliness
- f. Workshops (work ready related)
- g. Recruitment Events (on & off site)
- h. One-Stop Center Performance Measures
- i. Integrated Services

All reviews will be conducted by the WPWDB Review Team. Members of this team may include:

Donna Gilbert	Program Administrator	donna.gilbert@wpcog.org
Leslie Farris	Strategic Initiatives Coordinator	leslie.farris@wpcog.org

The Workforce Development Program Administrator and/or the Workforce Development Strategic Initiatives Coordinator will be the contact person throughout the review process.

Note: The WPWDB is required to procure a One-Stop Operator. Therefore, it is the One-Stop Operator's agreed upon duty to ensure that quality assurance procedures for career center operations are adhered to and met on a regular basis as outlined in the RFP/Contract.

Frequency

The WPWDB NCWorks Career Centers will have at least one comprehensive review per year. Additional reviews are contingent on observations made during review.

Random File Review

A random file review will take place during the annual review. A list of files being reviewed will be submitted to the NCWorks Career Center Manager at least 2 weeks prior to the review start date. The NCWorks Career Center Operator will be notified of any items to be corrected at the exit meeting, if necessary. These items must be completed within **ten** (10) business days. Failure to correct these items will result in a non-compliance letter issued to the NCWorks Career Center Operator, to include the DWS Regional Operations Director and the DWS Chief Operating Officer, and will also become a part of the WPWDB's Operator's permanent file. Continued non-compliance will result in probation and/or release of RFP to obtain a new NCWorks Career Center Operator.

Full Review

The Full Review will take place over a three-week period by members of the review team listed above. A desk review will occur during the three week period and may include the team being on-site at the center, if necessary. During the second week of the review, the review team will convene internally to discuss concerns, best practices, and other items pertinent to the review. A short and concise exit meeting will take place during the third week with the review team and representative(s) from the NCWorks Career Center(s). The review team will highlight items being observed to be addressed. A final report (see Annual Monitoring Review Report – Attachment A) will be released to the NCWorks Career Center Operator by the end of the third week with items to be corrected. Eligibility items must be completed within **five** (5) business days. All other items must be completed within **ten** (10) business days. Follow-up will be conducted to ensure items were corrected as requested by the deadline.

Failure to correct these items will result in a non-compliance letter issued to the NCWorks Career Center Operator, to include the DWS Regional Operations Director and the DWS Chief Operating Officer, and will also become a part of WPWDB's NCWorks Career Center Operator permanent file. Continued non-compliance will result in probation and/or release of RFP to obtain new NCWorks Career Center Operator.

Step-by-Step Quality Assurance Review Process

Step	Process	Detail	Timeline
1	Letter to One-Stop Operator	Letter is sent to Regional Operations Director to identify the timeframe of the Review.	2 weeks prior to scheduled review.
2	File Review	Files will be randomly selected and reviewed from the current program year (25 – 50 files per comprehensive center, list will be provided prior to scheduled review)	File review and desk review will take 3 weeks to complete.
	On-Site Review Conducted	On-site review may include: Appearance, processes, customer interviews, etc.	Review Week 2
	Review Team Meeting	Internal meeting by Review Team to discuss review items, as necessary.	Review Week 2-3
	Exit Meeting	Meeting with NCWorks Career Center(s) representative(s) to discuss the Quality Assurance Review.	Review Week 3
	Final Report Released	Final report with observations, corrective action, successes, etc.	Within ten (10) business days of completion of the annual review.

	Follow-up Evaluation Conducted	Reviews all corrective action for completion.	After ten (10) days following the date of the final report.
	Letter Sent, if necessary	Non-compliance letter sent for items not completed.	Immediately
	Review Closed	Process ends.	When all corrective items are completed.

Western Piedmont Workforce Development Board
NCWorks Career Center Operations
Annual Monitoring Review Report

WPWDA Reviewer Name: _____

Exit Meeting Date: _____

Attendees: _____

Numerical Data:

Job Seeker Engagement	Annual Goal	Actual Results	Comments
Career Center Traffic (sign-in sheet)			
Total New Customers (registrations)			
Orientation			
Resume Assistance			
Initial Assessments			
Supportive Services			
Training (Scholarships)			
Training (Work Experience)			
Customer Follow-Up Calls			
Business Engagement			
Employers Served			
Staff Referrals			
Job Orders			
Job Openings			
Employer Services			
Onsite Visits			
Job Fair Services			
Job Order Follow-up/Assistance			
Detailed Labor Market Study			
Candidate Pre-Screening			
Total Employer Services			

DOL Performance Data - YTD:

Performance Indicator	Title I	Title III	Youth	Comments
Employment Rate – 2 nd Quarter				
Employment Rate – 4 th Quarter				
Median Earnings – 2 nd Quarter				
Credential Attainment within 4 Quarters				

Challenges/Opportunities:

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NCWorks Career Center Operators Annual Highlights/Comments:

Comments on File Review:

(Attach additional sheet if needed)

Ideas for Continuous Improvement:

Deadlines:

Please correct all eligibility items within five (5) business days: _____

All other items must be corrected within ten (10) business days: _____

Respond in writing, on this final report where indicated, to all items and return to the Reviewer by: _____

Items will be checked for correction by the deadlines given above. Failure to correct these items will result in a non-compliance letter issued to the contractor/center manager, which will also become a part of Western Piedmont Workforce Development Board's permanent file. Continued non-compliance will result in probation and/or suspension.

Reviewed by:

Name: _____ Signature: _____ Date: _____

Name: _____ Signature: _____ Date: _____

Control Signature:

WDB Director: _____ Date: _____

Western Piedmont Workforce Development Board
File Review Checklist

Customer Name: _____ Enrollment Date: _____

State ID: _____ Programs Enrolled: _____

_____ PII Redacted

_____ Barriers to Work Selected

_____ 102 Activity Completed

_____ Initial Case Note Added

_____ Case notes for additional staff assisted services

_____ Resume

Review by: _____ Date: _____

Comments: _____






One-Stop Operator Monitoring Policy - Final - 4-14-21

Final Audit Report

2021-04-12

Created:	2021-04-12
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