**POCONO COUNTIES**

**WORKFORCE DEVELOPMENT BOARD (WDB)/**

**WORKFORCE DEVELOPMENT AREA (WDA)**

TITLE I SERVICE PROVIDER

MONITORING TOOL

**Primary Areas of Concern:**

* **RFP Process for Procurement of Program Services**
* **Review of Subcontractor Agreements**
* **Subcontractor Reporting Requirements**
* **Evaluation of Program Performance/Effectiveness**

## Title I Service Provider Name:

Is the Service Provider responsible for multiple sites?  YES  NO

Service Provider Address/Location(s):

Service Provider Point of Contact/Phone/E-Mail responsible for the Contract:

Click or tap here to enter text.

Is the site a CareerLink® or affiliate site?Click or tap here to enter text.

Which WIOA Program Services are covered by this agreement?

Title I Adult:

Title I Dislocated Worker:

Title I In-School Youth:

Title I Out-of-School Youth:

Other:

Describe:Click or tap here to enter text.

Agreement Effective Dates: Click or tap here to enter text.

Monitored By:

Date of Monitoring Report:

**PROCUREMENT PROCESS**

1. Was the Title I Service Provider Procured as required by a

competitive RFP Process?  YES  NO

1. Was the RFP process for procuring the Title I Service Provider

public and in compliance with Federal/State requirements of the

Workforce Innovation & Opportunity Act?  YES  NO

1. Were there multiple proposals received in response to the

RFP?  YES  NO

4. Was the awarding of the contract done at a publicly advertised

Meeting of the Pocono Counties Workforce Development Board?  YES  NO

5. What factors were utilized in reviewing and awarding the

Contract?

Compliance with requirements of the RFP:

Costs:

Past Performance:

Continuity of Service:

**Issues/Concerns:**

**COSTS/STAFF ROLES/RESPONSIBILITIES**

1. What is the Contracted Costs for the Title I Service

Provider?Click or tap here to enter text.

2. What types of costs are detailed/allowed under the terms of the agreement?

Administrative costs:  YES  NO

Program staff costs/benefits:  YES  NO

CareerLink shared costs/Rent:  YES  NO

Utilities/other operational costs:  YES  NO

Supplies/equipment costs:  YES  NO

Other subcontracted services:  YES  NO

If Yes, describe: Click or tap here to enter text.

Program Costs (ITA/OJT/Work Experience, etc.)   YES  NO

3. Do the costs appear reasonable?   YES  NO

4. Is the Service location a CareerLink® or affiliate site: Click or tap here to enter text.

If the Service Provider is part of a CareerLink® does the staff

appear to be well integrated and knowledgeable regarding other

Partner staff/services?  YES  NO

5. What types of services are the Title I staff responsible for at

The site?

General information regarding CWDS, Self Service

and other Partner programs and services:

Case Management and other Career Services:

Business Services:

Training Services:

6. Number of staff provided through this agreement: Click or tap here to enter text.

7. Does the staffing appear sufficient to provide the services described

In the agreement?  YES  NO

8. Does the staff appear knowledgeable regarding their roles/

Responsibilities?  YES  NO

9. Does the staff have the proper background checks per PCWDA

And Pennsylvania Department of Labor policies.  YES  NO

10. Does all staff have access to CWDS for reporting of program

Services and outcomes:  YES  NO

11. Have staff received training and completed Confidentiality

Agreements in compliance with the PCWDA System of Record/

Data Security Policy?  YES  NO

12. Are staff aware of the PCWDA Adult and Veterans Priority of

Service Policy?  YES  NO

13. Are staff involved in Title I Participant Eligibility responsibilities

Knowledgeable and sufficiently trained?  YES  NO

14. Are staff familiar with the PCWDA EO/Grievance Procedures/Policy  YES  NO

15. Have the Title I staff received training on ADA and related service

requirements and resources for special needs customers?  YES  NO

**Issues/Concerns:**

**SERVICE RECORD/REPORTING REQUIREMENTS**

1. Are participants files complete and in compliance with PCWDA

Policies for common forms?   YES  NO

2. Are participant files properly secured to protect Personal

Confidential documents and information?  YES  NO

3. Are participant files reviewed by more than 1 staff to ensure

Proper documentation and required information per PCWDA

Policy?  YES  NO

1. Is there evidence that customer service and outcome information

and documentation is entered into CWDS timely and in compliance

with the PCWDA System of Record Policy?  YES  NO

5. What methods does the Service Provider use to record participant

Services and outcomes?

Participant Program Eligibility:  CWDS Paper Records

Participant IEP/ISS:  CWDS Paper Records

Participant Case Notes:  CWDS Paper Records

Participant Outcomes/Performance:  CWDS Paper Records

6. Does the Service Provider utilize other computer

database or software to track customer services/outcomes?   YES  NO

If yes, describe:Click or tap here to enter text.

**Issues/Concerns:**

**PROGRAM PERFORMANCE/EFFECTIVENESS**

1. Is the Service Provider staff aware/knowledgeable regarding

WIOA Program Performance Goals/Measures?  YES  NO

#### 2. Does the Service Provider utilize any tools to track

#### customer satisfaction? YES NO

3. What methods/tools are utilized to track customer satisfaction?

Click or tap here to enter text.

4. Is the Service Provider currently meeting the performance goals as

Described in the agreement?  YES  NO

If not, which performance goals are not currently being met?

Click or tap here to enter text.

5. Does the Service Provider have a corrective action plan to improve

Performance for measures that are not currently being met?  YES  NO

**Issues/Concerns:**

**MISCELLANEOUS COMPLIANCE REQUIREMENTS OF THE AGREEMENT**

1. Does the Service Provider have adequate controls/systems in place

To properly document costs and expenditures as detailed in the

Budget included in the agreement?  YES  NO

2. Is the Service Provider submitting timely invoices and other

payment information and documentation as required by the PCWDA

Fiscal Agent?  YES  NO

3. Are the various line item expenditures described in this agreement

consistent with the budget submitted by the Service Provider?  YES  NO

4. Is the Service Provider meeting the following Program Expenditure

And/or Participant Enrollment Goals? Check all that apply.

Title I Adult Priority of Service Goals:  YES  NO

Title I Adult Fund Obligation/Expenditure Goals:  YES  NO

Title I Dislocated Worker Obligation/Expenditure Goals:  YES  NO

Title I Youth Obligation/Expenditure Goals:  YES  NO

Title I Youth 75 % Out of School Youth Expenditure Goal:  YES  NO

Title I Youth 20% WorkExperience/OJT Expenditure Goal:  YES  NO

Any other Participant Enrollment or Performance Goals

As described in this agreement:  YES  NO

Please describe: Click or tap here to enter text.

5. Is the Service Provider in compliance regarding the record retention

requirements of this Agreement?  YES  NO

6. Is the Service Provider in compliance with the PCWDA Procurement

Policy for services or property acquired through this agreement?  YES  NO

7. Is the Service Provider in compliance with the PCWDA Property

Management Policy for equipment purchased through this

agreement?  YES  NO

**Issues/Concerns:**

**SUMMARY/FINDINGS**

1. **AREAS OF CONCERN/DEFICIENCIES**

1. **STRENGTHS**

1. **BEST PRACTICES**

REV. 4/1/20