

Oversight and Monitoring Policy

- I. On a regular basis, the staff will brief and review with Community Services & Workforce Development (CSWD) any:
 - A. On-site case management findings/concerns.
 - B. Any grievances/complaints filed with the department.
 - C. Any staff comments/observations regarding the program.
 - D. Statistical and fiscal reports.

This information will be used by CSWD as part of their ongoing oversight responsibility and/or in future funding decision.

- II. The following constitutes the monitoring procedures to be utilized by San Benito County's America's Job Center of California (AJCC) case managers and staff.

Individual Referral Contracts:

Individual referral contracts will be assigned to VENDORS in most cases. The case manager for the participant involved will make at least one site visit to the VENDOR's premises during each participant's enrollment. During that visit, the case manager will discuss the participant's progress with the participant, instructor(s), and supervisors. The case manager will also check to see that the progress reports, and payments issued for such, have actually been received and correctly reported. The case manager will also determine if the participant has applied for a PELL grant and whether that grant has been received and how it has been applied to the participants benefit.

- A. **On-the-Job Training (OJT):** OJT contracts will be assigned to a single employer. The case manager for the participant involved will make at least one site visit to the employer during each participant's enrollment. During that visit, the case manager will discuss the participants' progress with the employer. The case manager will also check to see that the progress reports, and payments issued for such, have actually been received by the participant as reported.
- B. **Service Providers:** The case manager assigned to the participants at a service provider agency will accomplish all of the items listed above for individual referrals. In addition, the case manager will ask the CSWD accounting section to provide at least one monitoring visit during the contract period. The accounting section will perform a fiscal review to ensure that all charges pertaining to the contract with the service provider are justified and that all payments are properly recorded and documented in accordance with WIOA fiscal requirements.
- C. All participants will be visited by their case manager at least once during the course/semester/contract in which they are enrolled. In addition to the specifics outlined above, case managers are encouraged to have telephone contacts and office visits as often as necessary with the participants. All visits and contacts will be logged in the participant's file and reports will be reviewed by the CSWD Deputy Director or their delegate. The CSWD Deputy Director may also make intermittent visits to vendors, employers, and service provider as part of their quality control management function.

III. Any deficiencies noted during case management or monitoring will require follow-up action for correction. Final corrective action on any deficiencies will be completed within 60 days of the original report date. The corrective action will be submitted to the Local Workforce Development Board (WDB), in writing. The WDB will provide a written response within 30 days of receipt of the corrective action. All documentation will be filed in the agency and/or participant file and will be available for review by the State upon request.