

## **SUMMARY OF PROGRAMMATIC MONITORING TOOL CHANGES**

The Program Year (PY) 2018-19 monitoring review tools have been revised/updated to clarify and/or better align questions with any law, policy and/or guidance issued during the past program year. Most tool changes relate to:

- Law or guidance reference changes/updates.
- Expansion of language to existing questions to further clarify or expand on the meaning and intent of the question being asked such as JPR hours, timeliness of conducting follow-ups, etc.
- Deletion of certain questions no longer relevant and/or modification of language to questions.
- Added questions and/or expanded certain questions related to anomalies and other risk issues which may have been observed during the previous year's review, during the desk review process or the actual site review, or data/anomalies obtained from the performance and reporting unit.

Note: Please note that certain questions related to risk issues and other anomalies may already be included on the tools and the following questions were added to expand and/or further clarify the item being reviewed. However, the following does not represent all changes.

### **WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)**

#### Measurable Skills Gains

- Was the participant enrolled in an education or training program?
- Was the MSG recorded in the State MIS?
- What type of MSG was attained?

#### Work-Based Training

- Does the CT or OJT relate to new technologies, new production or service procedures, etc.?
- Did the OJT case file contain documentation of an open position?
- Was documentation in the file to support that the IWT training met special requirements of the employer? Note: Reimbursable OJT hourly wage rates must not exceed State of Florida average OJT hourly wage rate.
- Did the training exceed the contract time duration? If so, was there justification of the reason?

#### Employment

- Employment related questions expanded to ensure case file is fully documented including work verification, wage rate and start date.
- Added a note stating that when WIOA training funds are used to provide the same services as other grant assistance programs must be coordinated to eliminate duplication in accordance with CFR 680.230.

#### Special Projects including DWG

- Is the individual eligible for participation in the DWG grant?
- Is there an executed agreement between the employer, staffing agency and/or local workforce board?
- Is the worksite employer a governmental entity or a nonprofit agency?
- Does the agreement or addendum list the position title, job duties, work hours (limited to 2,080 hours), wage rate, supervisor, and workers' compensation coverage?

- Are the job duties limited to disaster-relief activities involving demolition, cleaning, repair, renovation, and reconstruction of public, non-profit, or weatherization-eligible housing damaged by the storm, or for the provision of humanitarian assistance for disaster victims?

**WELFARE TRANSITION**

Individual Responsibility Plan (IRP)

- Was the participant assigned to more than 40 hrs./wk. in an activity?

Job Participation Rate (JPR)

- If the activity was Job Search and Job Readiness Assistance (120), was the participant assigned to the activity for more than four consecutive weeks?

Sanctions

- Were penalties initiated and/or requested in a timely manner?

Supportive Services

- Were support services entered in OSST?
- Was there documentation retained in the participant case file to support the amounts entered in OSST?

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)**

Initial Engagement

- Was the participant engaged in orientation and assessment in accordance with the State Plan?

Sanctions

- Did the case manager indicate the participant’s attendance status for the initial appointment within two days of the initial appointment date?
- Did the participant complete a compliance activity prior to the sanction lift request?
- Was the participant granted good cause or became exempt from the program?

**PROCESS MANAGEMENT REVIEW TOOL**

- Added question related to posting of board meeting minutes.

**WAGNER-PEYSER**

Added/revised questions to better clarify the following:

Credentialing

- Were front-line staff CEUs earned since anniversary (formerly start of FY) date of Tier 1 certification?

Job Orders

- Removal of H-2B deadlines and verifications conducted by DEO staff.

- If the job seeker work history didn't meet minimum job order requirements, was the job seeker unqualified or missing documentation in the Employ Florida registration/application?
- If instances of multiple different wage rates for placements, were all wage rates documented? If the placement wage rate was higher than what's on the job order, was the job order changed?
- Were there duplicate placements, manually obtained employments, and/or post-exit manually changed employments for job seekers on a job order?
- Did LWDB staff verify and document job orders entered by employers by the deadline?
- Third Party Agents and Employer Verifications from DEO AP 098 ensuring due diligence was conducted and documented for approval, as well as addressing the proper time frame and situations for discontinuation of employer services.

#### Job Seekers

- Was the type of MSFW (migrant or seasonal) identified correctly (based on work experience)?
- Did the veteran enter military separation date for federal reporting?
- If instances of multiple different wage rates for placements, were all wage rates documented? If the placement wage rate was higher than what is reported on job order, was the job order changed to report the correct wage? (Verification of O\*net code and placements matching).
- Were there duplicate placements, manually obtained employments, and/or post exit manually changed employments for job seekers on a job order?
- Was obtained employments entered after the job seeker's start date and was all relevant information documented in case notes for obtained employments?

#### Placement Analysis

- Were there any anomalies observed in job orders or job placements during the review?
- Did the analysis and file review of job orders and placements for job seekers in Employ Florida result in any placement and/or other quality issues? If so, did the LWDB address and/or resolve the issue(s) during the review?
- Was the LWDB notified by DEO of the placement, job seeker, and/or job order issue(s) during the review period? If yes, were the issues addressed and/or resolved by the LWDB?

Note: The above general questions were added as a "catch-all" to other issues and anomalies such as validating employer accounts (scams), determining whether employer accounts may be fraudulent, validating employer account status, etc.