

DATE: March 23, 2017
TO: Quality Assurance Committee
FROM: Jessica Willis, Monitoring Specialist
RE: Internal Monitoring Update

As the Northwest Michigan Works! Agency, Networks Northwest is mandated under state and federal directive to monitor the various workforce development programs, so as to ensure compliance with federal, state, and local policies. To that end, each of these programs and administrative functions of Northwest Michigan Works! are monitored internally, on an annual basis.

Summarized below are the results for each of the programs that have been monitored thus far during fiscal year 2017.

On-the-Job Training (OJT)

- Average wage of an OJT contract \$14.32
- **100% of exited participants were employed at exit**
- 6 administrative recommendations
- 5 findings

Trade Act

- Average wage for exited participants \$16.89
- **100% of exited participants were employed at the most recent quarterly exit**
- 5 administrative recommendations
- 2 findings

Wagner-Peyser Employment Services & RESEA Work-Based Training for Special Populations

- Labor Exchange Services, UI Work Tests, Services to Veterans and Services to Migrant and Seasonal Farm Workers were all in compliance, at each of the five service centers
- Over 50% of participants that completed training were employed at the time of the review
- **100% of training provided was related to a local, in-demand occupation**
- 3 administrative recommendations
- 2 findings

Administration (Northwest Michigan Works!)

- The following areas were examined and reviewed with Northwest Michigan Works! accounting staff:
 - Allowable Costs, Cost Allocation, and Cost Classification
 - Budgeting Systems and Internal Controls
 - Financial Reporting
 - Cash Management, Interest Income, and Program Income
 - Complaints and Grievances
 - Equipment Management
 - Procurement and Contract Administration
- These focus areas are heavily monitored by the State each year, as well
- **There were no recommendations and no findings**

Each workforce program listed above was reviewed in a similar fashion. For each program 10 random files from the region are selected to review. Hard copy files, as well as data from the State's database, the One Stop Management Information System (OSMIS) is examined. Often times, interviews with staff are conducted to garner further information on particular files and enrich the picture of how services are provided.

Many of the recommendations related to improving upon the timing and quality of case notes, for the purpose of enhancing case management and documentation. Another common theme throughout the programs related to the State's mandated Individual Employment Plans (IEP or ISS) and ensuring that this tool is used accordingly.

The findings within each program primarily dealt with minor oversights in documentation and/or data entry, all which were easily corrected by staff in response to the monitoring reports. To further support staff in shoring up their skills and understanding related to the noted recommendations and findings, dedicated time will be set aside at each staff meeting to review and digest state and local policies.

Monitoring activities for Incumbent Worker Training is nearly complete and a monitoring report will be finalized in the coming weeks. Over the next three months, the following programs are scheduled to be monitored:

- PATH program
- WIOA Adult and Dislocated Worker programs
- Adult Education