

DATE: May 26, 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 in the past three months.

Incumbent Worker Training (IWT)

- **100% of training provided was related to a local, in-demand occupations**
 - Advanced Manufacturing
 - Energy, Transportation, Construction
 - Information Technology and Business Services
- 4 administrative recommendations
- 2 findings

PATH

- **100% of participants met the work participation requirements for the program**
- 2 administrative recommendations
- 3 findings

WIOA Adult and Dislocated Worker

- Monitoring included reviewing files from the recent State Emergency Grant (SAG) in response to the closure of Pugsley Correctional Facility
- Nearly half of all files reviewed were enrolled in training
- **100% of training provided was related to a local, in-demand occupation**
 - Healthcare
 - Energy, Transportation, Construction
 - Information Technology and Business Services
- 5 administrative recommendations
- 5 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.

As with recent monitoring results, many of the recommendations and findings were relative to improving on minor data entry requirements and file documentation. In April, time was dedicated during the Career Facilitator staff meeting to specifically discuss local policies and provide guidance on themes identified during internal monitoring. The response was positive and will continue to provide such guidance, in a similar fashion.

The following programs are scheduled to be monitored during June, July, and August:

- Adult Education
- On-the-Job Training (second annual review)
- WIOA Youth