

CONTINUOUS IMPROVEMENT

Actions to Maintain High Performance Standards

Kansas WorkforceONE and the Local Area I Workforce System partners are dedicated to continuously seeking ways to improve services and the methods used to deliver those services. As described in the plan, the Kansas WorkforceONE committees will consistently review monitoring reporting, program and strategic plan performance reports as well as Customer Satisfaction Surveys to identify opportunities for improvement and best practices from across the workforce system.

Kansas WorkforceONE Monitoring Policy (Plan Revision – 08/01/2018)

Kansas WorkforceONE Inc. Monitoring Policy

Introduction

The purpose of this policy is to provide information and guidance regarding the monitoring of programs and operations in Kansas WorkforceONE Inc. (Local Area 1).

Kansas WorkforceONE's Third Party Monitor and designated staff shall conduct regular, periodic monitoring to determine compliance with federal regulations, state policies, and local policies and procedures. Monitoring activities shall include, but are not limited to, administrative and financial activities, customer file reviews, customer interviews, worksite interviews, data validation, and performance evaluation. Policy Effective Date: July 1, 2018.

Monitoring Objectives

Program monitoring efforts are performed with the goal to identify opportunities for improvement, avoid "disallowed costs", technical assistance and training, areas of non-compliance, and identify best practices.

Definitions

- Opportunities for Improvement/Recommendation - is a situation where the evidence presented indicates a requirement has been effectively implemented, but based on monitor's experience and knowledge, makes recommendations in processes to improve proficiency and/or results.
- Desk Reviews – Reviews made during the monitoring process for the purpose of collecting and analyzing information and to support on-site reviews/monitoring.

- File Reviews – Reviews of a sample of customer files to determine compliance with required federal, state and local laws, policies and procedures.
- Finding – An issue of non-compliance with federal, state or local laws, regulations, policies or procedures.
- On-Site Reviews – The fundamental component of monitoring reviews, consisting of data collections techniques using formal monitoring guides. On-site reviews allows for the verification of items contained in the contract, grant agreement or other items identified in the desk review.

Monitoring to be Conducted and Frequency

- LWDB Board Compliance and Governance – twice a year.
- Meeting and Committee Procedural Compliance – twice a year.
- Eligibility Determination/Verification/File Review Compliance - minimum 15% of all annual participant files, unless percentage results in 10 files or less then vendors should review at a minimum 10 cases.
- Adult/Dislocated Program Compliance Review – minimum 15%, unless percentage results 10 files or less then vendors should review at a minimum 10 cases.
- Youth Program Compliance Review – minimum 15%, unless percentage results 10 files or less then vendors should review at a minimum 10 cases.
- OJT, WE and Customized Training Contractual Review – minimum 15%, unless percentage results 10 files or less then vendors should review at a minimum 10 cases.
- Program Data Validation – minimum 15%, unless percentage results 10 files or less then vendors should review at a minimum 10 cases.
- ITA System/Procedures Compliance – Maximum - minimum 15%, unless percentage results 10 files or less then vendors should review at a minimum 10 cases.
- Performance Reporting Compliance – Maximum – minimum 15%, unless percentage results 10 files or less then vendors should review at a minimum 10 cases.
- Fiscal – Annually
- EEO Compliance – Annually
- System Delivery - Annually

Reporting

Written and oral monitoring reports will be provided by the third-party monitor and staff during LWDB committee meetings. Written reports will be provided to the CEOB and full LWDB during quarterly meetings. Issues of non-compliance will require LWDB Staff develop corrective action plans and submit updates to the committee on a quarterly basis until full compliance is achieved and verified by Third Party Monitor. All monitoring reports will be posted on LWDB website for full transparency.

Monitoring Schedule

The scheduling of the monitoring activities may vary due to the size or scope of the program activities being reviewed. Staff may choose to monitor particular area(s) more frequently if it deemed necessary or at the request of LWDB or CEOB. Review areas may also be moved to different quarters depending on schedules and other activities.

Third-Party Monitor Monitoring Schedule

First Quarter	Second Quarter
Adu and DW Program Compliance OJT and Customized Training Performance Reporting	ITA Process Review Data Validation Fiscal Service Delivery Staff Interviews
Third Quarter	Fourth Quarter
Youth Program Compliance Board Compliance including Interviews Adult File Review and Eligibility Committee Procedural	Youth File Review and Eligibility EEO System Delivery

LWDB Staff Monitoring Schedule

First Quarter	Second Quarter
Board Compliance ITA Process Review Data Validation	Youth File Review and Eligibility EEO System Delivery
Third Quarter	Fourth Quarter
Adu and DW Program Compliance OJT and Customized Training Performance Reporting	Fiscal Youth Program Compliance Adult File Review and Eligibility Committee Procedural

Kansas WorkforceONE WIOA Title I Monitoring Schedule

The following areas will be monitored during the program year:

- ~~Board Compliance~~
- ~~Eligibility Determination/Verification/File Review~~
- ~~Worksite/Other Site Review~~
- ~~Youth Service Providers Program Review~~

- ~~Adult/Dislocated Program Review~~
- ~~Customized Training Projects~~
- ~~Rapid Response~~
- ~~One-Stop Delivery (One-Stop Committee)~~
- ~~Fiscal/Procurement/Program Costs~~
- ~~Workforce Center Grievance/EO~~
- ~~Eligibility Determination/Verification/File Review~~
- ~~Data Validation~~
- ~~ITA System/Procedures~~
- ~~Fiscal/Procurement/Program Costs~~
- ~~Performance Standards~~

~~During all on-site program (adult, dislocated worker, and youth) monitoring reviews, the interviews will current participants will be conducted to gain input from the customers. Upon the completion of the monitoring activities, WorkforceONE Staff will submit a final report to the corresponding WorkforceONE committee as well as to the full board.~~

State Board Training Expenditure Monitoring Policy

Kansas WorkforceONE operates with the philosophy that all funds whether WIOA Title I or other grants should be prioritized to provide training services to our customers. This is particularly crucial when considering the gap in skills between the available job seeker pool and employer requirements throughout LAI. The Kansas WorkforceONE Board sets the budget to expending 60% of all available funds on direct client expenditures. Reports are submitted and evaluated by the KANSASWORKS State Board and Fiscal Committee on a quarterly basis. If consistently below operational changes will be explored and implemented.

Continuous Improvement of Eligible Providers

Kansas WorkforceONE staff regularly monitors WIOA Title I service providers which includes training institutions, community and partner service providers as well as employers providing on-the-job training. WorkforceONE utilizes the following criteria to evaluate provider's performance; occupation demand, completion percentage and program costs versus average wage of the occupation. WorkforceONE also maintains an On-the-Job (OJT) training performance report for all participating employers, these reports are considered prior to utilizing the employer for future OJT enrollments.

Development of Integrated Technology

The task of developing one shared system or fully integrating existing systems will require guidance and support from the various State agencies.

