

Program/Provider Evaluation Process

FORMAL MONITORING

Due to the variety of programs, contract performance and contractual obligations will be monitored at different times, however, all contracts, including on-the-job training contracts, will be monitored by CISD WFD staff at least once per year during the contract operations and more often if deemed necessary.

The rationale for monitoring each program contract is to ensure adherence to contractual obligations, proposed services and outcomes. Worksites will be monitored on a sample basis for time and attendance accountability and program performance. At least 15% of these worksites will be visited, and participants and employer supervisors will be interviewed. Under the W.I.A. Summer Employment component, 100% of the worksites will be monitored by contract staff. MWA staff will monitor the documentation of the contractor's monitoring and will conduct on-site monitoring of 15% of the worksites.

Fiscal monitoring will be conducted by the MWA and consists of desk audits, as well as at least one on-site audit by the completion of the program. The subcontracts require that supporting documentation be submitted to the MWA along with Requests for Reimbursement.

The MWA staff monitors 100% of OJT employers at least once during the course of the contract. The MWA Fiscal staff will monitor the sub-contractor to assure all OJT payments are made correctly. OJT monitoring will be accomplished by means of a desk review and on-site visits.

Follow-ups on corrective action required as a result of the monitoring will take place one (1) week after informing the contractor of the need for corrective action. Monitoring and follow-ups will be documented and reported in written form.

Contractors have two (2) weeks within receipt of the report to implement the corrective action. When needed, technical assistance will be provided by the MWA to the contractor to complete required corrective action. A follow-up monitor is conducted to ensure that corrective action has taken place.

For fiscal audits/monitoring, any disallowed costs discovered are immediately deducted from the next request for reimbursement when possible, or a letter requesting a refund from the contractor is mailed immediately. The contractor has 2 weeks to respond or debt collection procedures are followed. Any questioned costs have to be explained and/or substantiated within 15-30 days or they also become disallowed.

REGULAR MONTHLY PROGRAM OVERSIGHT

Expenditures on contracts with line item budgets are monitored by the Fiscal Department on a monthly basis for compliance with the specific line items and proper supporting documentation. Also, contractors are required to submit monthly progress reports, which are reviewed by CISD WFD staff. Staff works regularly with contractors on areas needing attention and regularly provides technical assistance.

MONITORING AND EVALUATION COMMITTEE REVIEW

Contractors are funded for multiple year contracts, with subsequent year funding being contingent on funding availability and the recommendation of the Monitoring & Evaluation Committee after review of the program's performance and operations near the end of the first or second year of the contract. (Note: The Board approved three year RFP cycles as of May 2010, thus all RFPs will be transitioned to that cycle length within the next couple of years.)