

# Monitoring: More than a Requirement

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Module 7 of GSETA's Local  
Governance Policy Training Series

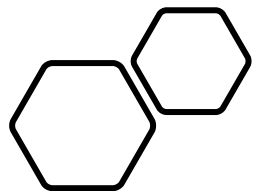


# Training Series

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Number	Topic
<b>Module 6</b>	Budgeting
<b>Module 7</b>	Monitoring I
<b>Module 8</b>	MOUs/IFAs
<b>Module 9</b>	Monitoring II
<b>Module 10</b>	Budgeting II





# Application Guide

As you go through this training, you will see these icons which indicate a prompt for reflection. You can:

1. Pause the training and do the prompt, OR
2. Complete the training and then go through the guide.



# Agenda

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# Objectives

- ✓ Describe the purpose of local monitoring.
- ✓ Explain the benefits of local monitoring.
- ✓ Identify the core components of a local monitoring system.
- ✓ Describe best practices for monitoring contracted service delivery providers.
- ✓ Explain how local monitoring and oversight supports continuous service delivery improvement.

# Monitoring 101

# Review of 14 Governance Responsibilities

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Leading local and regional planning

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Analyzing labor market information

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Convening, brokering, and leveraging stakeholders

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Engaging with employers

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Developing career pathways

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Identifying proven and promising practices for dual customers

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Using technology to maximize accessibility and effectiveness

# Review of 14 Governance Responsibilities

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Conducting program oversight

Setting local performance accountability measures

Negotiating with stakeholders on infrastructure costs

Selecting One Stop Operators and Career and Youth Services Providers

Coordinating with education providers

Developing and administering the budget

Evaluating accessibility for individuals with disabilities



# What is Monitoring?

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Monitoring is a process to periodically collect, analyze and uses information to actively manage performance, maximize positive impacts and minimize adverse impacts.



# What is the Purpose of Monitoring?

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Meet statutory and regulatory requirements.

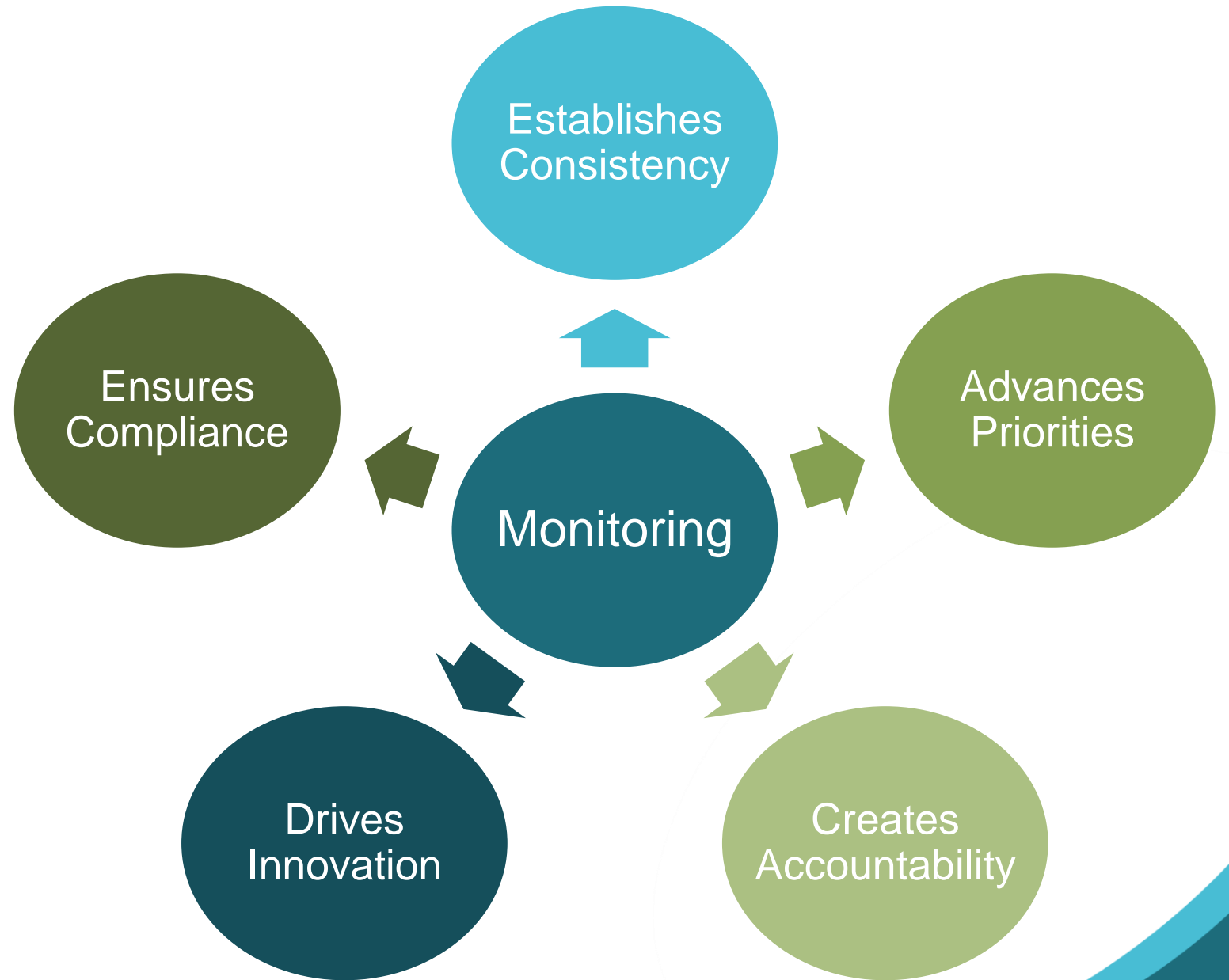


Ensure **compliance** of Federal and State WIOA guidelines.

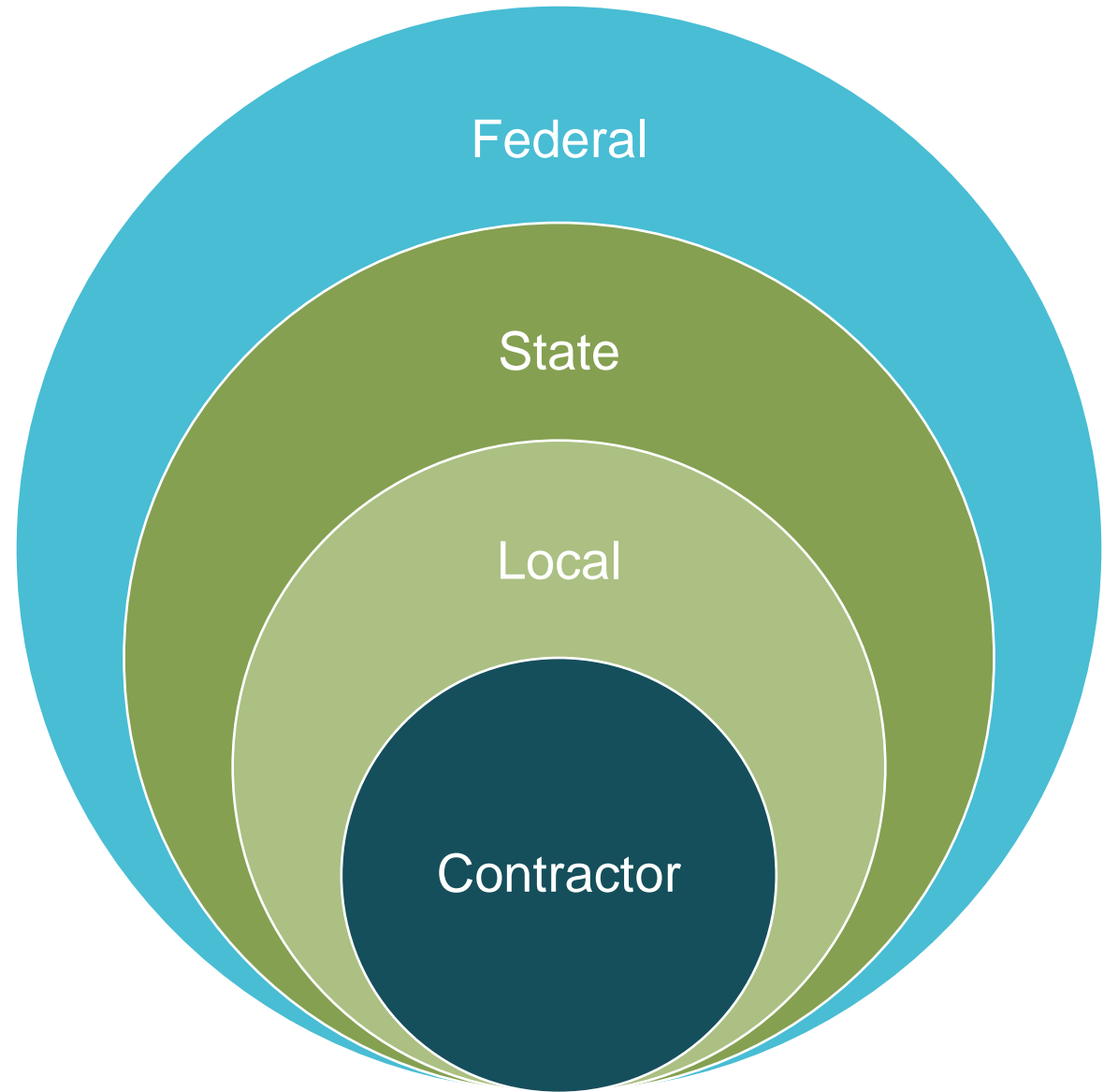


Evaluate **effectiveness** of One-Stop System Structure and Program Operations.

# What are the Benefits of Monitoring?



# Who Monitors?



# When Does Monitoring Occur?

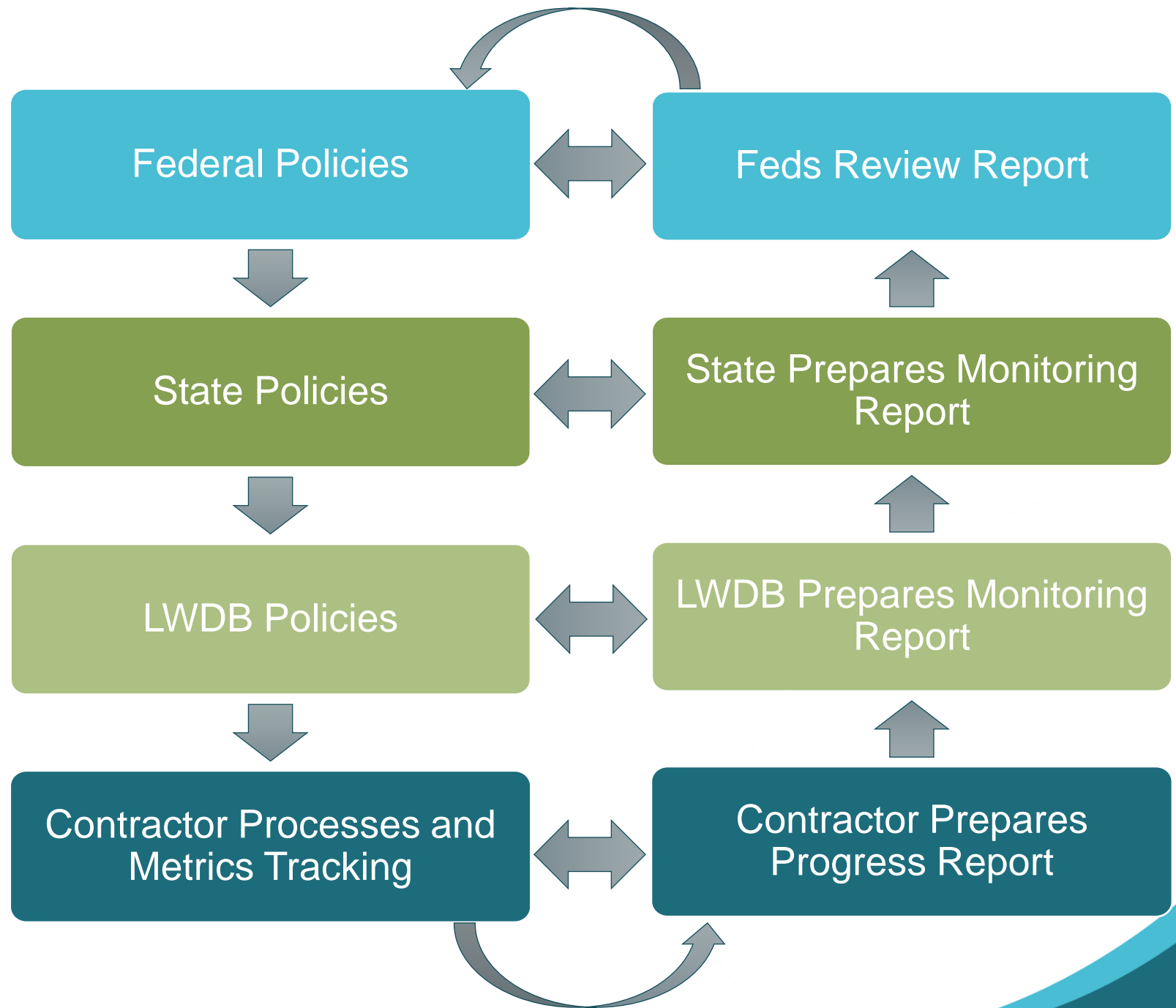
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- ✓ Federal: Once every three years.
- ✓ State: Annually.
- ✓ Local: Annually.

Checking and reviewing performance and expenditures should be ongoing!



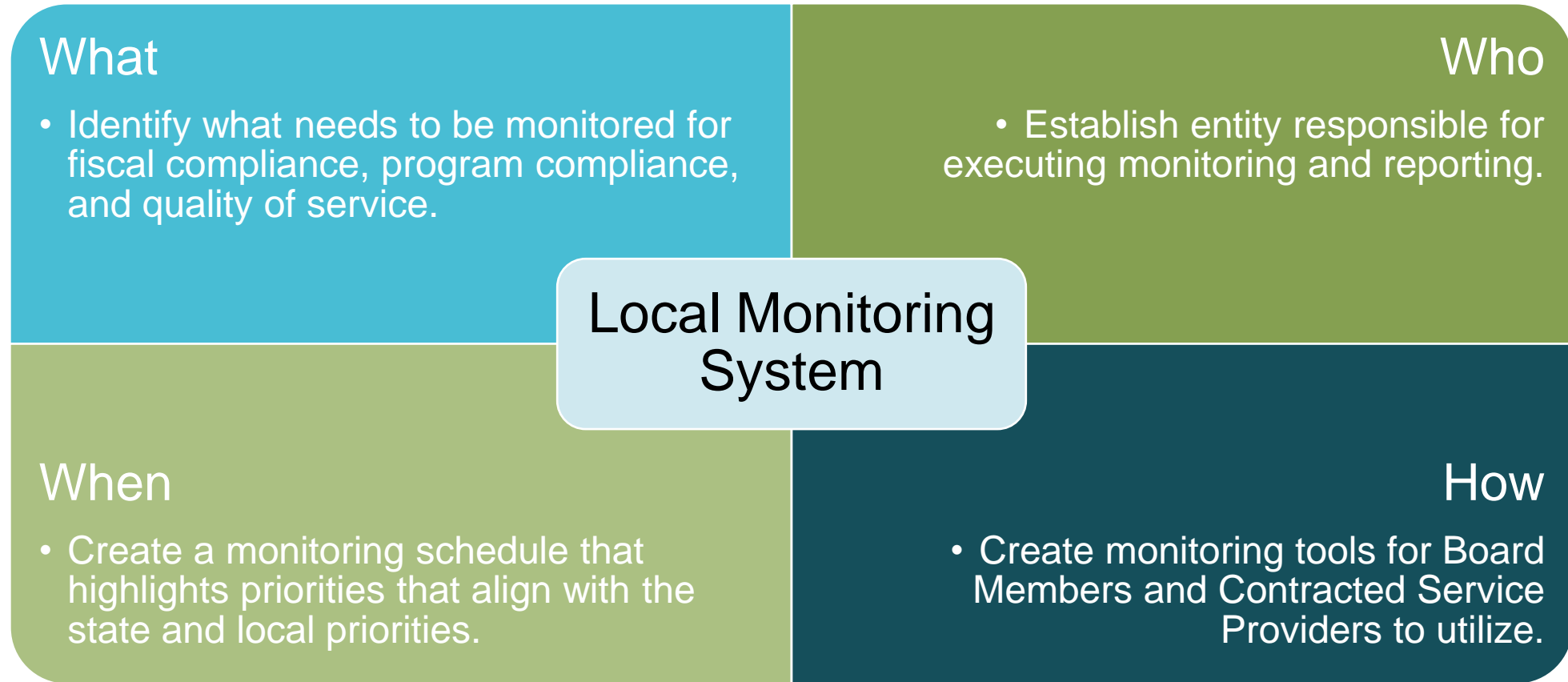
# How Does Monitoring Occur?



# Creating a Local Monitoring System



# Core Components of a Local Monitoring System





# Starts with the Contract

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- Title I Service Delivery and One-Stop Operator contracts should outline the evaluation and expectation of the service provider.
- Monitoring goals should be defined and align with the local plan.





# Application Guide

At this point, for **Creating a Local Monitoring System**, you can:

1. Pause the training and do the prompts, OR
2. Complete the training and then go through all the prompts.

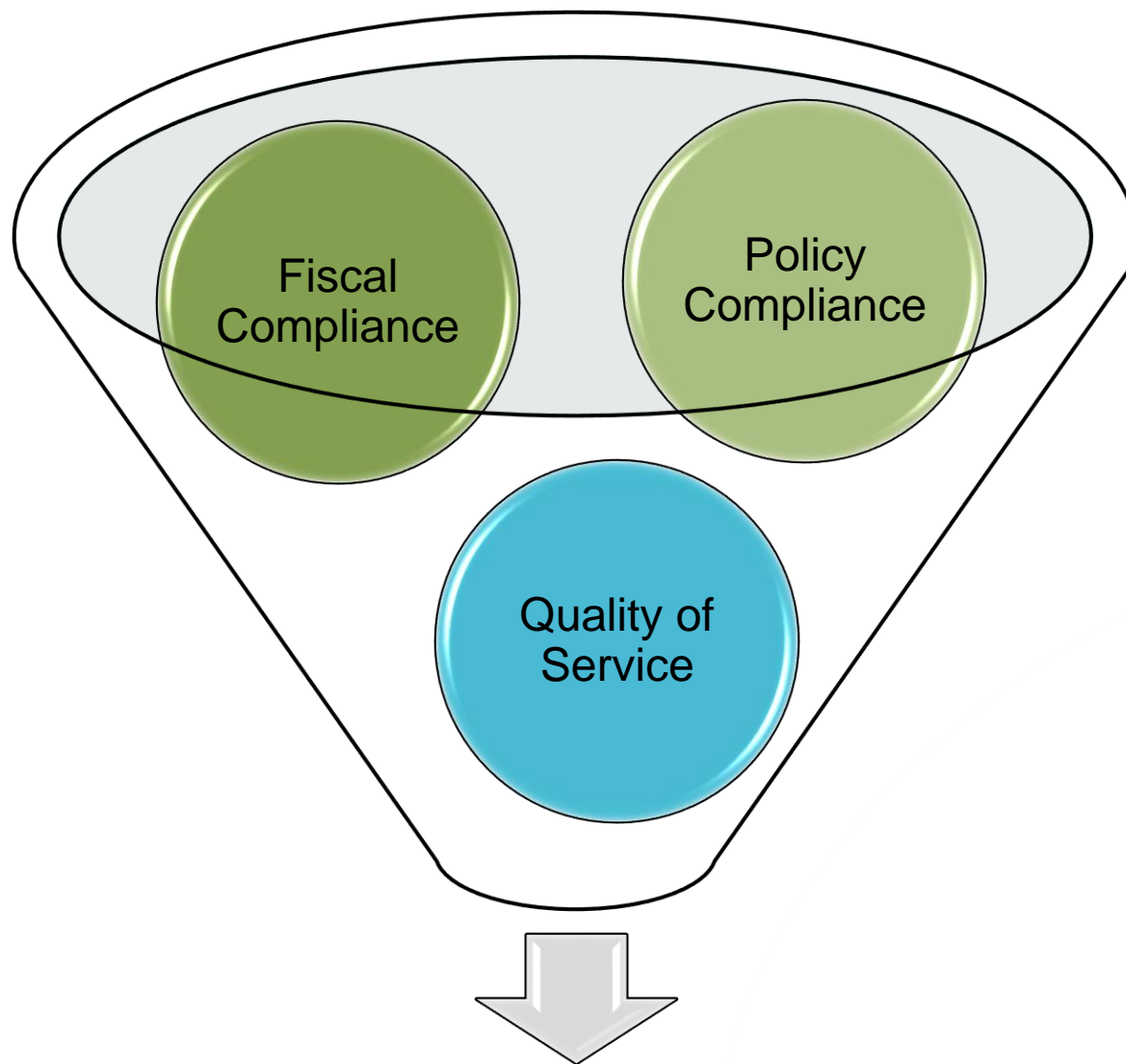
# Monitoring Contracted Service Providers

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*Best Practices*



Identify  
Monitored  
Materials

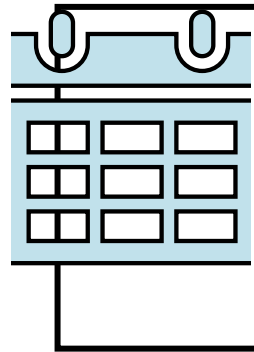


Monitored Materials

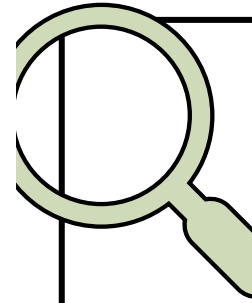


# Schedule and Priorities

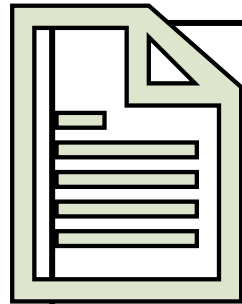
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Create a monitoring schedule for contracted service providers.

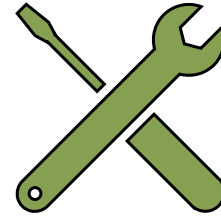


Identify priorities and scope of monitoring efforts.



Require monthly monitoring reports of performance and expenditures.

# Tools and Resources



## Tools

Questionnaires

Forms

Templates

Checklists

## Resources

Policy Issuances

Technical Assistance

Digital Library



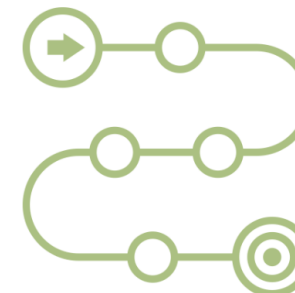
# Contractor Responsibilities



Track and maintain data within AOSOS



Collect accurate, acceptable documentation



Create processes supporting local policy



Meet performance measures



Follow expenditure guidelines

# Relationship Management

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Act as a partner  
with service  
providers

Collaborate with  
service  
providers

Provide notice of  
monitoring  
efforts

Engage in  
frequent  
communication

Use monitoring  
as a vehicle to  
enhance quality  
of program





# Application Guide

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# Continuous Improvement

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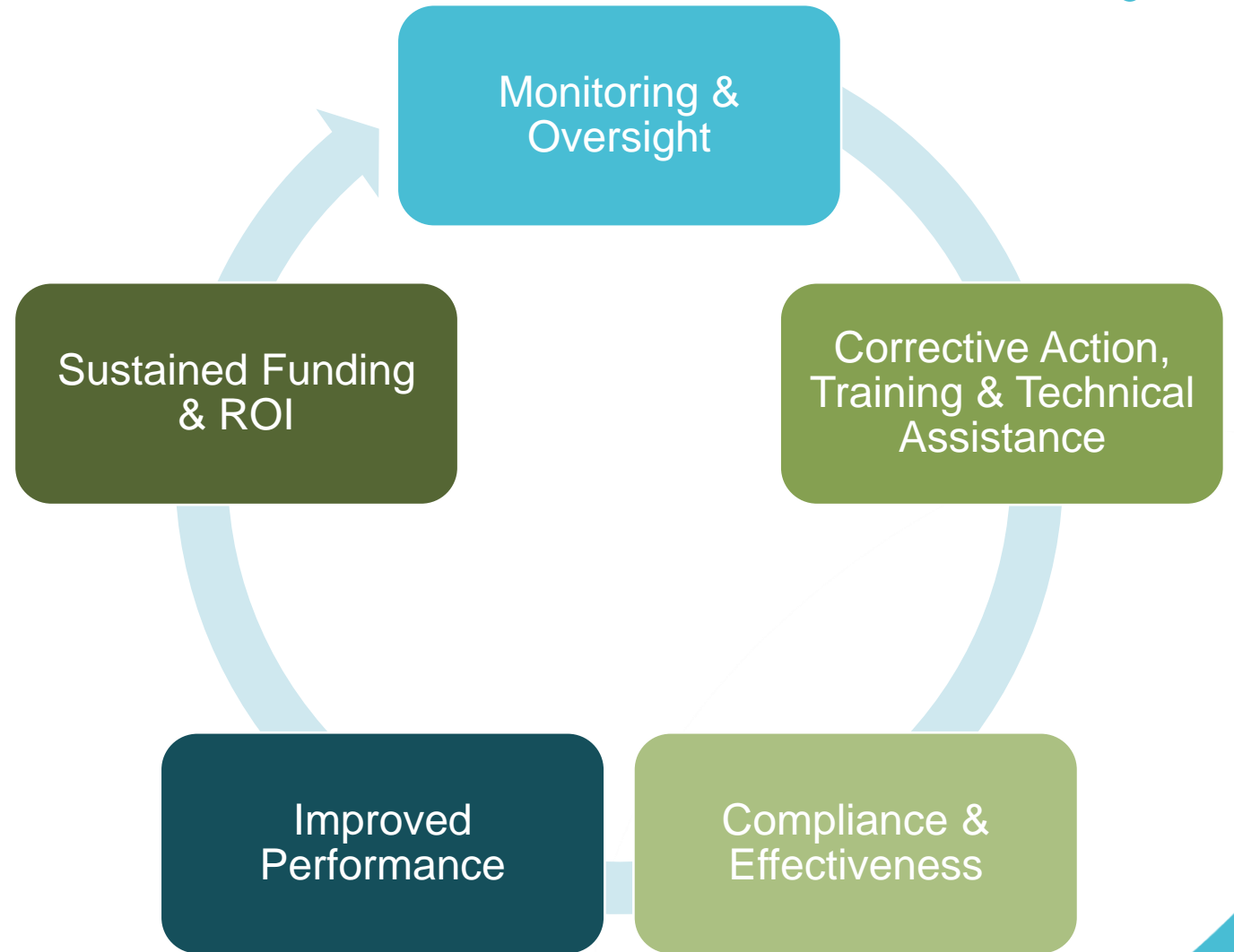
# Continuous Improvement

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- Continuous improvement is a process aimed at enhancing performance and refining methods within organizations.
- Involves a commitment to ongoing growth and innovation, fostering a mindset that embraces change and learning from mistakes.



# Monitoring as a Continuous Improvement Tool

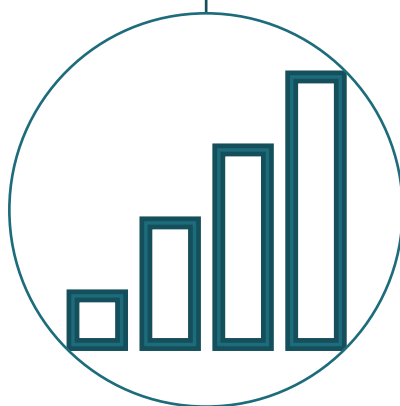




# Using Monitoring Outcomes



Monitoring & Oversight

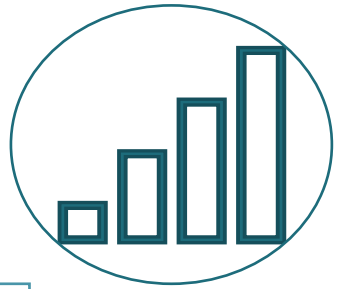


Improving Service Delivery



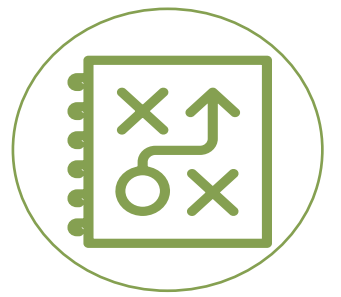
Informing Strategic Planning

# Improving Service Delivery



An icon showing three boxes stacked on top of each other, with a circular checkmark to the right, representing successful outcomes or quality control.	An icon showing three stylized human figures with a speech bubble above them, representing communication, feedback, or customer interaction.	An icon of a stylized person jumping with arms raised and three stars above their head, representing achievement, motivation, or positive action.	An icon of two hands shaking in a firm grip, representing agreement, partnership, or customer satisfaction.
<p>Highlights what is working well</p>	<p>Gathers feedback on areas of improvement</p>	<p>Creates possibilities for positive action</p>	<p>Influences systematic change for increased customer satisfaction</p>

# Informing Strategic Planning



			
<p>Identification of common &amp; widespread concerns</p>	<p>Discovery of any systematic deficiencies</p>	<p>Recognition of promising practices</p>	<p>Ensure alignment &amp; collaboration</p>

# Key Takeaways

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Monitoring should help ensure that a program meets the statutory and regulatory requirements laid out by the federal government.

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There are multiple benefits to monitoring, including establishing consistency, advancing priorities, creating accountability, driving innovation, and ensuring compliance.

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There are four main components of a local monitoring system which detail the 'what, who, when, and how' of monitoring. Identifying and creating these components is the first step in creating an effective local monitoring system.

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Monitoring contracted service providers requires the LWDB to build a positive relationship with contracted service providers and work together to fulfill monitoring requirements.

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Local monitoring and oversight can be used as a tool to enhance service delivery and inform strategic planning.



# What's Next?

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Use the prompts for reflection in your application guide



Look for more modules on budgeting, monitoring, and IFAs and MOUs.

# Policy References

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2 CFR  
683.400

2 CFR  
683.410(a)

NJ WIN  
WD-PY21-6

2 CFR Part  
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Core  
Monitoring  
Guide

# GSETA

Garden State Employment  
and Training Association



# Thank You!