

Monitoring and Support

RochesterWorks! throughout the contract period will provide monitoring, technical assistance, and support. RWI will make available group or individual, formal and informal technical assistance to program operators including Administrators, Fiscal Staff, and Navigators to ensure a cohesive service delivery process. The primary responsibility to ensure the requirements of the contract are being fulfilled lies with the agency/Administrator. Each Navigator is expected under engaged and supportive administrator supervision to fulfill and complete all required duties. RWI will periodically and continuously monitor each agency's Navigator(s) OSOS data entry, youth hard files, and fiscal staff records to ensure eligibility, enrollment numbers, performance measure attainment, and voucher fiscal information documentation is in place and correctly completed.

1. Group Technical Assistance:

During the contract period, RochesterWorks! will facilitate in-house technical assistance, Navigator monthly, and quarterly Administrator/Fiscal staff meetings for addressing service provision issues, sharing of information and best practices, and overall review of processes and outcomes.

2. Additional Support:

Throughout the contract period, RWI and RWCC will present available and optional supports to facilitate Navigator meeting performance standards and providing quality services.

RWI and RWCC supports, include but are not limited to:

- One-on-one data entry training and technical assistance;
- Open invitation to participate in free professional development training opportunities to attend RWCC Goodman and/or RWCC Waring Rd workshops;
- Basic skills and interest assessments;
- Job readiness training;
- Subsidized work experiences such as the Youth Employment Program (YEP); including summer youth employment opportunities;
- Occupational skills training opportunities;
- Job search assistance;
- Information on potential mentor opportunities; and
- Supportive service and/or incentive payments.

3. Supportive Services:

NOTE: When creating agency Budget, need to allocate monies under Supportive Services category. Supportive service requests will be paid out from agency budget.

RWI provides nine policies on a technical foundation directional basis on our Navigator Resources webpage <https://rochesterworks.org/navigator-resources>

RWI addresses supportive service workforce development needs with nine WIOA Youth Policies:

- Basic Skills Deficient Policy
- Follow Up Policy
- Incentive Policy
- Individual Services Strategy Policy
- Individual Training Account Policy SOP
- Needs Additional Assistance Policy
- Transportation Assistance Policy
- Youth Employment Program SOP

The Individual Service Strategy (ISS) is a key required foundational document. It is an initial action plan completed by youth and Navigator together, beginning the youth's exciting journey of focusing, and outlining their educational and/or employment goals. The ISS is designed to help minimize barriers youth may be experiencing by highlighting and addressing supportive service assistance needs, i.e., transportation and childcare. Therefore, supportive service needs must be documented in either the initial Individual Service Strategy (ISS) and/or on the once a quarter dually signed (Navigator and youth) OSOS Objectives and Services History/ISS. The ISS is a "roadmap/GPS" tool, to help a Navigator determine which of the 14 WIOA Youth elements/services will be using on OSOS to accurately sustain the youth's individual educational and/or employment goals and to be clear as to which Performance Indicator Measures a youth may potential count towards.

RWI provides \$560 transportation assistance limit, per youth enrollment, under the Transportation Assistance Policy, bus passes, \$25 Speedway gas cards, and \$25 Uber gift cards to address transportation assistance needs. Per RW Supportive Services Policy Resource, Navigators can request with proper documentation, additional supportive service resources, to engage youth in participating in relevant workforce development activities. NOTE: Dollar limits subject to funding availability.

Examples of supportive service resources include: uniforms, books, miscellaneous school supplies, work-required clothing, tools, finger printing/background checks, driver permits and licenses, application or certification fees, and lab fees not covered by insurance.

4. Memorandum of Understanding (MOU): RWI 14 WIOA elements system wide delivery:

If an agency is selected to participate in RWI youth workforce development system, it will need to determine how it will provide 14 WIOA Youth Element(s)/Service(s) delivery to youth. RWI recognizes each applicant agency will have its own area of expertise and specialty. Therefore, each agency may rely on collaboration with community, business, and training partners to ensure service delivery of all the 14 WIOA youth elements.

To ensure seamless 14 WIOA Youth elements system wide service delivery, RWI will take a leadership role to create Memorandum of Understanding (MOU) agreements with each agency's collaborating partners. Each agency will need to provide RWI with contact information on its collaborating partners so RWI can enact MOUs for the different elements, as appropriate, for use by any of selected agencies under the WIOA Request for Proposals.

5. Monitoring of OSOS Records and participant hard files:

The Navigator is expected to input relevant and correct participant data to the One Stop Operating System (OSOS) within 5 business days of contact with participant. Requirement is that every 60 days, for each active status youth participant, each Navigator will have at least one achievement objective, one element/service, and supporting comment with specific details (SENSE Model). A key Navigator responsibility is exposing each participant to as many of the 14 WIOA elements/services based on need and interest as outlined in the Individual Service Strategy (ISS) and/or Objectives and Services History/ISS. Another important Navigator responsibility is completing and maintain current case management for each participant with progress notes in OSOS comments to document youth's progress towards attaining their educational and/or employment goals. In this way, it will be clear how the youth is doing in terms of attending and maintaining educational and/or employment commitments. One key OSOS is the primary reporting mechanism for outcomes and performance. The Navigator is expected to effectively manage and maintain participant records, both electronic and hard copy, in an efficient timely manner. RochesterWorks! staff will monitor the performance of the Navigator using monthly and quarterly OSOS generated reports, provider submitted self-reports and claim vouchers, periodic

performance reviews, and intermittent case record reviews. Reports will be compared for accuracy and when appropriate, discrepancies in performance must be addressed by the Navigator immediately.

5. Monitoring Reviews:

The Navigator and host organization is required to participate fully in performance reviews and provide evidence he/she has reviewed and analyzed the performance information in preparation or follow-up to the reviews. The Navigator must demonstrate the above-mentioned information is regularly used as a management tool to comply with RWI's commitment to continuous improvement as well as an internal management tool to ensure the attainment of required performance outcomes and overall quality service provision.

6. Required Spending and Enrollment:

Targets Under WIOA. WIOA and its related body of federal, state, and local regulations and policies call for specific spending and enrollment targets under this Agreement.

- a. System wide, RWI is required to obligate at least 80%, and up to 100%, of Program Year 2020 WIOA Youth funds by June 30, 2021. To reach this goal, RWI will be requiring contracted Service Providers to spend at least 90%, and up to 100%, of Program Year 2020 WIOA Youth funds by June 30, 2021. To manage spending throughout the Program Year, RWI has set the following spending benchmarks for Service Providers.
 - At least 25% of the total budget must be spent by the time of submission of the October 2020 invoice
 - At least 40% of the total budget must be spent by the time of submission of the December 2020 invoice
 - At least 60% of the total budget must be spent by the time of submission of the February 2021 invoice
 - At least 75% of the total budget must be spent by the time of submission of the April 2021 invoice
 - At least 90%, and up to 100%, of the total budget must be spent by the time of submission of the final invoice
- b. 100% of WIOA Youth funds must be spent on Out-of-School Youth (OSY) as defined by WIOA. To achieve this goal all monthly invoices submitted by Service Provider must reflect a cumulative total of at least 100% of expenses allocable to OSY.
- c. At least 20% of WIOA Youth funds must be spent on the Paid Work Experience program element. To achieve this goal each navigator will be responsible for the spend down of 1500 working hours (more/less pending funding) used to pay for work experience. RochesterWorks will reimburse separate from the contract grant to pay for youth wages. The Navigator role is to simply coordinate with RochesterWorks to connect the youth the employment opportunities. Additional training will be provided. NOTE: Navigators are required for each YEP participant, to complete an **OSOS comment (SENSE Model) including the Invoice#, youth's name, total work hours, total dollars made, and internship site, prior** to approving invoice payment. Failure to complete this required data entry requirement will result in Navigator agency being financially sanctioned by RWI.
- d. All WIOA Youth funds must be accrued and paid timely. Service Provider shall submit all monthly reimbursement vouchers within 30 days of the end of each calendar month.
- e. Each Navigator must register and enroll 25 active, registered youth participants by December 31, 2020 and thereafter maintain an active caseload of 25 active, registered youth participants in addition to exited youth participants receiving follow-up services. To achieve this benchmark, each Navigator must meet the interim milestone of registering and enrolling at least 15 active registered youth participants by October 31, 2020.

7. Failure to Meet Required Spending and/or Enrollment Targets:

In the event Service Provider fails to meet any of the spending and/or enrollment targets detailed above, RWI staff will provide technical assistance with the goal of helping the Service Provider to meet the targets. Technical assistance may include a corrective action plan developed by and agreed upon by both Service Provider and RWI. The corrective action plan for failure to meet participant enrollment targets may include a provision to accept mandatory participant referrals from RWI Youth staff.

In the event a corrective action plan cannot be agreed upon or Service Provider fails new benchmarks included in the corrective action plan, RWI may conduct additional monitoring of Service Provider's activities and/or expenditures under this Agreement. The purpose of the additional monitoring will be to determine whether it is possible for Service Provider to meet year-end spending and/or enrollment targets. If RWI determines the Service Provider is highly unlikely to meet year-end targets, RWI may reduce the total amount in the attached budget by the extent necessary to comply with such targets.

Navigators not meeting any of the other required benchmarks and performance measures as detailed in this Agreement will be required to follow a corrective action plan that includes mandatory participation in technical assistance and a probationary plan attainment.

Continued inability to meet required performance may result in fiscal sanction, termination of the contract, and may prevent the provider from bidding on future requests for proposals issued through RWI.