



## **One-Stop Operator Core Monitoring Tool**

### **Background**

Title I of the Workforce Innovation and Opportunity Act (WIOA) P.L. 113-128 assigns responsibilities at the Federal, State and local level to ensure the creation and maintenance of a OSDS that enhances the range and quality of education and workforce development services that employers and jobseekers can access. The publicly funded workforce system envisioned by WIOA is **quality-focused, employer-driven, customer-centered**, and tailored to meet the need of regional and local economies.

Beyond the established requirements under WIOA and its associated regulations it is the responsibility of the Local Workforce Development Board (LWDB) to ensure that the funds expended for authorized workforce development programs, activities and services are meeting the agreed intended purpose. Also, oversight and monitoring activities provide a valuable opportunity for the LWDB to identify innovative practices, strategies that can be used to improve operations and service delivery throughout the One-Stop Delivery System (OSDS).

### **Authority**

WIOA Sec. 107 (d)(8) Program Oversight

WIOA Sec. 183 Monitoring

20 CFR Part 683, Subpart D – Oversight and Resolution of Findings

State Compliance Policy (SCP) 5.4 - Oversight, Monitoring and Technical Assistance

Workforce Connections Policy - Admin-010-03 – Compliance Assurance Reviews

This core monitoring review guide is organized around four generic core activities:

1. Design and governance
2. Project and grant management systems
3. Service and product delivery
4. Performance accountability

Each of the above-cited core activities are organized around generic requirements which are derived from legislation, regulations or the sub-award agreement that relates to the specific core activity. These requirements or expectations are called objectives. Each objective is followed by indicators. Indicators are those attributes or criteria that attest that the objective or requirement is being met. The indicators are marked with a “C” for compliance indicators that must be met or an “E” for effectiveness indicators.

**Review Completed By:** \_\_\_\_\_

**Core activity 1: Design and Governance**

Objectives	Indicators	Documentation to be reviewed	Interview	Comments
<b>1.1 Strategic Planning</b>	<p><b>1.11</b> The one-stop operator (OSO) has developed and implemented a vision and strategy for the standardization and coordination of a seamless service delivery by WIOA required one-stop partners and service providers at all one-stop centers in the Southern Nevada Workforce Development Area (SNWDA).</p>			
	<p><b>1.12</b> The OSO has developed and implemented a strategic approach for meeting the workforce and business needs within the OSDS.</p>			
	<p><b>1.13</b> The OSO function is a key partner with the public workforce development system, local business, educational institutions, training providers and community-based organizations</p>			
	<p><b>1.14</b> Has the OSO developed and implemented strategies for achieving proposed project outcomes and deliverables?</p>			
	<p><b>1.15</b> The OSO has developed and implemented a strategic approach for ongoing capacity building to ensure staff at all levels of the system are cross-trained in providing services in a customer-centered delivery system.</p>			

### Core activity 1: Design and Governance cont.

Objectives	Indicators	Documentation to be reviewed	Interview	Comments
<b>1.2 Project and Service Design</b>	<b>1.21</b> Protocols/processes that support authorized project activities are already in place.			
	<b>1.22</b> The OSO has established and implemented timelines for expected milestones and deliverables as proposed in their scope of work (SOW)			
	<b>1.23</b> The OSO has begun to implement planned strategies for achieving the project milestones and deliverables.			
	<b>1.24</b> The OSO has clearly identified the OSDS available resources and the products and services it can offer to the OSDS partners and customers.			
	<b>1.25</b> The OSO implemented and enforces minimum standards in compliance with the established roles and responsibilities as defined in the scope of services and general provision.			

### Core activity 1: Performance Accountability

Objectives	Indicators	Documentation to be reviewed	Interview	Comments
<b>1.3 Project/Program Integration</b>	<b>1.31</b> System integration is supportive, identified in policy, measured, and evident at the OSO leadership level.			
	<b>1.32</b> Integration is used to define policies, systems and service design that reduce duplication, maximize the reach of resources across the OSDS.			
	<b>1.33</b> Planning and work documents outline how integration with system partners will be accomplished.			

### Core activity 2: Project and Grant Management System

Objectives	Indicators	Documentation to be reviewed	Interview	Comments
<b>2.1 Personnal</b>	<b>2.11</b> Management structure and staffing are aligned with the OSO SOW			
	<b>2.12</b> Staff positions are filled with individuals that possesses proper qualifications that match their job responsibilities			
<b>2.2 Admin. Controls</b>	<b>2.21</b> Administrative controls are sufficient to ensure grant integrity			
	<b>2.22</b> The OSO developed and implemented policies/procedures for core management functions and project operations.			

### Core activity 3: Service and Product Delivery

Objectives	Indicators	Documentation to be reviewed	Interview	Comments
<b>3.1 Operating Systems</b>	<b>3.11</b> There is evidence of an operating system in place to fully implement the sub-award SOW.			
	<b>3.12</b> The OSO promotes positive outcomes to system partners to facilitate sustainability of the project and partnerships.			
	<b>3.13</b> Service delivery design limits duplication, maximizes available system-wide			
	<b>3.14</b> There is evidence of a management structure that focuses on quality services throughout the OSDS.			
	<b>3.15</b> The OSO has established and implemented processes that promote and facilitate quality of services, customer satisfaction and continuous improvement at all levels within the OSDS.			

**Core activity 3: Service and Product Delivery cont.**

Objectives	Indicators	Documentation to be reviewed	Interview	Comments
<b>3.2 System-Wide Services</b>	<p><b>3.21</b> The OSO engage system partners to collaboratively develop and effectively communicate clear guidance and direction that aligns available services and resources system-wide.</p>			
	<p><b>3.22</b> The role of the OSDS partners have been properly identified, promoted, shared and integrated into the OSDS's overall service delivery approach.</p>			
	<p><b>3.23</b> The OSO promotes and facilitates a system that creates and delivers high quality workforce development services and uses available resources to operate in a manner that brings value-added strategies to the OSDS.</p>			
	<p><b>3.24</b> The OSO uses collected data to establish and implement a model of continuous improvement by facilitating regular practice of identifying challenges, barriers to success, solicitation of feedback from system partners and customers, and implementing corrective measures or strategies needed to ensure the project is meeting the OSDS needs.</p>			

**Core activity 4: Performance Accountability**

Objectives	Indicators	Documentation to be reviewed	Interview	Comments
<b>4.1 Project Goals</b>	<b>4.11</b> Project implementation plan identifying project goals, activity levels, and timeframes that are directly linked to achieving the identified objectives within the sub-recipient scope of services and proposed SOW.			
	<b>4.12</b> The project is currently on track to meet the identified objectives with the sub-recipient scope of services and proposed.			
	<b>4.13</b> The OSO is on track to meet or exceed the established outcomes that are identified in the sub-award agreement.			