

Monitoring and Support

Program operators will receive guidance from RochesterWorks! throughout the term of the contract, however the responsibility falls on the Navigator and host organization/administrator to support and provide adequate supervision to ensure the requirements of the contract are being met. Throughout the contract period, formal and informal technical assistance will be provided and/or available to all Navigators to ensure a cohesive service delivery process.

1. Group Technical Assistance:

During the contract period, RochesterWorks! will facilitate meetings of all Navigators 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 work to introduce supports that aide the Navigator in meeting performance standards and the providing of quality services. Such supports will include but are not limited to, data entry training and technical assistance, basic skills and interest assessments, job readiness training, subsidized work experiences; 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:

RWI may provide additional resources for supportive services, which will be made available to Navigators to address the needs for such services that are reflected in the Individual Service Strategy prepared by the Navigator and respective youth. Therefore, with proper documentation, navigators can request additional resources to engage the youth to participate in relevant activities and gain access to an array of support services that are otherwise unavailable. Examples of supportive services include: bus pass, gasoline card, phone card, uniforms, books, miscellaneous school supplies, food, rent, utilities, work-required clothing, tools, daycare expenses, finger printing/background checks, driving abstracts, and lab fees not covered by insurance. As legitimate system-wide voids in available service are identified, RWI will take reasonable and allowable action to cooperate with Navigators and attempt to procure service(s).

4. Monitoring of OSOS Records:

The Navigator is expected to input relevant participant data to the One Stop Operating System (OSOS). The 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 2017 WIOA Youth funds by June 30, 2018. To reach this goal, RWI will be requiring contracted Service Providers to spend at least 90%, and up to 100%, of Program Year 2017 WIOA Youth funds by June 30, 2018. 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 2017 invoice
 - At least 40% of the total budget must be spent by the time of submission of the December 2017 invoice
 - At least 60% of the total budget must be spent by the time of submission of the February 2018 invoice
 - At least 75% of the total budget must be spent by the time of submission of the April 2018 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 and Unpaid Work Experiences program element. To achieve this goal all monthly invoices submitted by Service Provider must reflect monthly and cumulative spending for staff salaries and fringe benefits of at least 15% allocable to the development and monitoring of paid work experience placements for OSY. At least three (3) of the placements described in section E.3.g. of this Attachment must be made and started by December 31, 2017. All five (5) paid work experience assignments must be completed by June 30, 2018.
- 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, 2017 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 actives, registered youth participants by October 31, 2017.

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.