

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 Agency/Administrator will fulfill the primary responsibilities of ensuring contract obligations are being met. Each Navigator, under the supportive supervision of an Administrator/Supervisor, will be expected to fulfill and complete all required duties.

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 an agency Budget, you need to allocate monies under the Supportive Services category. Supportive service requests will be paid out from your 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. It begins the youth's exciting journey of focusing on and outlining their educational and/or employment goals completed by the youth and Navigator. 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 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 used 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 potentially count towards.

RWI provides a \$560 transportation assistance limit, per youth enrollment, under the Transportation Assistance Policy, bus passes, \$25 Kwik fill 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 are subject to funding availability.

Examples of supportive service resources include uniforms, books, miscellaneous school supplies, work-required clothing, tools, fingerprinting/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 the RWI youth workforce development system, it must determine how it will provide 14 WIOA Youth Element(s)/Service(s) delivery to youth. RWI recognizes that each applicant agency will have its area of expertise and specialty. Therefore, each agency may collaborate 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 lead in creating Memorandum of Understanding (MOU) agreements with each agency's collaborating partners. Each agency must 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 the 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 the participant. The 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 a supporting comment with specific details (SENSE Model). A key Navigator's 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 maintaining 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 attend and maintains 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 must 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 that the information mentioned above is regularly used as a management tool to comply with RWI's commitment to continuous improvement and 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 2023 WIOA Youth funds by June 30, 2024. To reach this goal, RWI will require contracted Service Providers to spend at least 90%, and up to 100%, of Program Year 2023 WIOA Youth funds by June 30, 2024. 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 2023 invoice
 - At least 40% of the total budget must be spent by the time of submission of the December 2023 invoice
 - At least 60% of the total budget must be spent by the time of submission of the February 2024 invoice
 - At least 75% of the total budget must be spent by the time of submission of the April 2024 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 the 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 separately from the contract grant to pay for youth wages. The Navigator's role is to 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, before** approving invoice payment. Failure to complete this required data entry requirement will result in the 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, 2023, and maintain an active caseload of 25 active, registered youth participants and 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, 2023.

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

If the Service Provider fails to meet any of the spending and/or enrollment targets detailed above, RWI staff will provide technical assistance to help the Service Provider to meet the targets. Technical assistance may include a corrective action plan developed and agreed upon by 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.

If a corrective action plan cannot be agreed upon, or Service Provider fails to meet new benchmarks included in the corrective action plan, RWI may monitor the Service Provider's activities and/or expenditures under this Agreement. The purpose of the additional monitoring will be to determine whether Service Provider can meet year-end spending and/or enrollment targets. If RWI determines the Service Provider is 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 probationary plan attainment.

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