

A-10 Monitoring and Support (Updated 2026)

RochesterWorks (RWI) will provide comprehensive monitoring, technical assistance, and performance support throughout the contract period to ensure high-quality service delivery, compliance, and continuous improvement.

This updated framework aligns with current WIOA guidance, including performance accountability, data validation, and system-wide consistency expectations.

1. Technical Assistance & Continuous Improvement

RochesterWorks will provide ongoing technical assistance to support program quality and performance. This includes:

- Monthly Navigator meetings focused on performance, case management, service strategies, and **innovative service delivery approaches**
- Quarterly Administrator and Fiscal meetings for contract, budget, and compliance review
- One-on-one coaching and technical assistance as needed
- Peer learning opportunities and sharing of best practices, including the use of **technology and digital tools to enhance participant engagement and outcomes**

Technical assistance will be both proactive and responsive, based on performance trends and provider needs. Providers are expected to demonstrate **innovative and flexible service delivery approaches**, including the use of technology and digital tools, to improve participant engagement and outcomes.

2. System Supports & Resources

RWI and RochesterWorks Career Center (RWCC) will provide system-wide supports including:

- OSOS data entry training and technical assistance
- Access to professional development workshops
- Job readiness and career readiness training resources
- Work experience opportunities (including SYEP/YEP)
- Occupational skills training connections
- Employer engagement opportunities
- Mentorship and career exposure opportunities
- Supportive services guidance and coordination

Providers are expected to actively utilize available system resources to enhance service delivery.

3. Policy Compliance (Navigator Resources)

All providers must comply with RochesterWorks Navigator policies and procedures available at:

<https://rochesterworks.org/navigator-resources/>

These include, but are not limited to:

- Individual Service Strategy (ISS) Policy
- Supportive Services Policy
- Incentive Policy
- Transportation Assistance Policy
- Follow-Up Services Policy
- Needs Additional Assistance Policy
- Youth Employment Program (YEP) SOP
- Individual Training Account (ITA) SOP

The ISS serves as the foundational service planning document and must guide all service delivery, supportive services, and performance outcomes.

4. Monitoring of Data, OSOS, and Case Files

All reported data must be supported by source documentation and will be subject to data validation reviews in accordance with WIOA requirements.

Providers must ensure:

All participant data is entered into OSOS within 5 business days

- Case notes follow the SENSE model and clearly document progress
- Each participant has regular updates aligned with ISS goals
- Files (electronic and hard copy) are audit-ready at all times

RochesterWorks will monitor performance through:

- Monthly and quarterly OSOS reports
- Case file reviews
- Invoice and expenditure reviews
- Data validation checks

Discrepancies must be corrected immediately upon notification.

5. Performance Monitoring & Reviews

Providers must actively participate in performance reviews and demonstrate use of data to manage program outcomes.

Performance reviews will include tracking of WIOA Primary Indicators of Performance, including employment in the second and fourth quarters after exit, median earnings, credential attainment, and measurable skill gains.

Monitoring will also assess employer engagement efforts, including the development of work-based learning opportunities, job placements, and alignment with career pathways. Monitoring activities include:

- Quarterly performance reviews
- Annual program evaluations
- Real-time performance tracking

Providers must demonstrate continuous improvement efforts and use data to inform decision-making.

Performance data will be used to inform continuous improvement strategies and guide program adjustments throughout the contract period.

6. Spending, Enrollment, and Work Experience Requirements

Providers must meet the following benchmarks:

- Maintain minimum caseload of 25 active youth per Navigator
- Ensure 100% of participants are Out-of-School Youth (OSY)
- Ensure at least 20% of funds are spent on work experience through youth employment placement
- Meet established spending benchmarks throughout the program year
- Submit invoices within 30 days of month-end

Failure to meet benchmarks may result in corrective action or funding adjustments.

7. Corrective Action & Performance Improvement

If a provider fails to meet performance, spending, or compliance expectations:

- RochesterWorks will provide targeted technical assistance
- A corrective action plan (CAP) will be implemented
- Providers may be required to accept additional referrals
- Increased monitoring may occur

Continued non-performance may result in:

- Funding reduction
- Fiscal sanctions
- Contract termination
- Ineligibility for future funding opportunities