



Office of Economic and Workforce Development

Workforce Development Division

Program Monitoring Overview 2024-2025



SAN FRANCISCO
OFFICE OF ECONOMIC &
WORKFORCE DEVELOPMENT



Overview

- **Federal, State, and City Governments requires OEWD to conduct ANNUAL compliance reviews of all workforce funded programs.**
- **OEWD is ensuring that providers are meeting and documenting services according to funding requirements and contractual agreements.**



Program Specialists vs Program Monitors

Program Specialists:

- Negotiates program deliverable and scope of work
- Evaluates overall performance vs contractual goals
- Primary contact for providing technical assistance and funding compliance
- Prepare providers for program monitoring; review sample case files, facility and desk review form

Program Monitors:

- Provide guidance on monitoring procedures
- Primary contact for monitoring reviews
- Review compliance issues during monitoring and communicates initial findings with program specialists



Monitoring Reviews

Pre-Program Monitor Review by Program Specialist (Nov 2024 - Jan 2025 for WIOA Providers Only)

- Review Program Monitoring PowerPoint
- Review and assist with Desk Review completion
- Review 3 – 5 case files per program area (sample)
- Prepare Providers for Data Validation Process

Program Monitor Review by Assigned Program Monitor (Feb – May 2025 for All Providers)

- Depend on program size, between 5 - 15 case files per program area will be reviewed (official)
- OEWD will interview at least two (2) participants per program area for the agency
- Roster of participant case files to be reviewed will be provided at least 72 hours in advance
- Participant files must be prepared and available for review during the site visit, either through physical files or a cloud database
- Providers must record monthly, or quarterly case note summaries
 - Case notes must include dates of service, description of services provided, staff name or initials, closures/exits & any next steps
- Data validation process applies to case files selected for monitoring review **(WIOA Providers Only)**



CDBG and General Funds Eligibility Forms

- Workforce Development Application Form
- OEWD Release of Information
- OEWD Participants Rights and Responsibilities
- Case notes should document every 30 days or quarterly (detailed)
- Low-income certification documentation (For CDBG Providers Only)

Participants forms are posted on
OEWD [WorkforceCentral User Guide](#)



WIOA Eligibility Forms

Participants forms are posted on OEWD [WorkforceCentral User Guide](#)

WorkforceCentral entry, activities, credential attainment, measurable skills gain, employment and education verification, and follow-up form are not included in the eligibility determination process.

WIOA Adult and Dislocated Worker:

- OEWD WIOA Master application
- WIOA Title I Form Required for Adult and Dislocated Worker
- OEWD Release of Information
- OEWD Participants Rights and Responsibilities
- Work Authorization
- Case Notes (must indicate enrollment, placement, activity start dates, & closures/exit)
- Individual Employment Plan (**For Participants receiving Training Services**)
- Other Source Documentations*

WIOA Youth:

- OEWD WIOA Master application
- WIOA Youth Eligibility Checklist
- Individual Service Strategy (ISS)
- Supportive Service Documentation (**as applicable**)
- OEWD Release of Information
- OEWD Participants Rights and Responsibilities
- Case Notes (must indicate enrollment, placement, activity start dates, closures/exit & and quarterly follow-up after exit)
- Other Source Documentations*

*Training and related materials have been provided to WIOA providers on November 13, 2024, reach out to your Program Specialist for any questions

Placement Verification

Acceptable Documents (only one required):

- OEWD Form 117 - Written Employment/Education Verification Form, completed and signed by employer
- WorkforceLinkSF employment verification
- Copy of check stub
- Copy of official letter of employment from employer
- Email from employer confirming proof of employment
- Third party employment verification (TheWorkNumber)
- Bank statement of direct deposit with employer name on statement
- Placement Verification Waiver Form
- Education Placement (if applicable): class schedule or acceptance letter

Required Postings for Facility Review

- Grievance and Complaint Procedure
- Equal Employment is the Law
- California Law Prohibits Workplace Discrimination & Harassment
- Know Your Rights: Workplace Discrimination is illegal
- Priority of Service Poster for Veterans and their eligible spouses
- Minimum Wage Information
- Physical & programmatic accessibility, reasonable accommodations to individuals with disabilities
- Occupational Safety and Health Administration (OSHA) Information
- Alternative formats of all procedures for individuals who speak languages other than English

Email and upload photos of the facility & required postings to Program Specialist (WIOA only)

Postings are linked on the [Program Monitoring webpage](#)



Next Steps

Pre-Monitoring Review (WIOA Providers Only)

1. Help to prepare providers with the compliance review process – schedule and complete between November 2024 to January 2025
2. Review and reference Program Monitoring Overview presentation
3. Complete Desk Review Form and submit to Program Specialist
 - Program Specialist will send Desk Review Form
4. Review sample case files with Program Specialist
5. Prepare Providers for Data Validation Process

Monitoring Reviews (All Providers)

1. Lead Program Monitor will be in contact with provider staff – schedule and complete February through May 2025
2. Lead Monitor will send a list of participants for case file reviews
3. Complete official case file review with Lead Monitor
4. Schedule monitoring site visit with Lead Monitor
5. Coordinate participant interviews and provide
6. contact information to Lead Monitor to schedule interviews
7. Data validation will apply to case files selected by Lead Monitor (WIOA Providers Only)

