



# Office of Economic and Workforce Development

## Workforce Development Division

### Program Monitoring Overview PY 25 – 26



SAN FRANCISCO  
OFFICE OF ECONOMIC &  
WORKFORCE DEVELOPMENT



# Agenda

- **Overview**
- **PY 25 – 26 Program Monitoring Timeline**
- **General Funds and Community Development Block Grants Eligibility Forms**
- **WIOA Eligibility Forms**
- **Additional Documentation**
  - **Case Notes**
  - **Credential Attainment & Measurable Skills Gain**
  - **Placement Verification**
  - **Follow-Up**
- **Required Postings for Facility Review**
- **Next Steps**



# Overview

**Federal, State, and City Governments Require OEWD to Conduct Annual Compliance Reviews of All Workforce-funded Programs to:**

- 1. Ensure Providers Are Delivering and Documenting Services In Accordance With Funding Requirements and Contractual Agreements**
- 2. Verify the Appropriate Use and Management of Funds for Workforce Development Activities**
- 3. Maximize Program Performance Outcomes**

**Program Monitoring Serves as a Coaching Tool Rather Than a Punitive Measure.**



# Overview

- **Program Monitoring is Conducted by Program Monitor and Program Monitor Assistant(s) Who Do Not Directly Interact with Daily Program Operation**
- **Program Specialists Remain the Primary Contact for All Program and Contract-related Issues**

## **Program Specialists**

- Negotiate Deliverables & Scope of Work
- Evaluate Provider Performance Vs. Contract Goals
- Lead on Technical Assistance & Funding Compliance
- Prepare Providers for Monitoring (Case Files, Facilities, Desk Reviews)

## **Program Monitors**

- Provide Guidance on Monitoring Procedures
- Serve as Primary Contact During Monitoring Reviews
- Review Compliance Issues and Share Initial Findings with Program Specialists



# PY 25 – 26 Program Monitoring Timeline (October 2025 – May 2026)

## October 2025

- Kick-off
- Orientation

## November 2025 – February 2026

- (WIOA providers ONLY)**
- Data Validation

## March 2026 – May 2026 **(All providers)**

- On-Site Compliance Review



# Program Monitoring Timeline

## October 2025 - Understanding of Program Compliance Review Process

- **Kick-Off**
  - Email Communication
  - Orientation

## November 2025 – February 2026

- **Data Validation for WIOA Providers**
  - List of Files to be Submitted for Data Validation Review within Two Weeks
  - File Review Period: **PY 24 – 25 to PY 25 – 26 Q2**
  - Depend on Program Size, Between 5 – 30 Case Files Will Be Reviewed
  - WIOA Providers Submit Application Package and All Supporting Documentation Via Secure Folder



# Program Monitoring Timeline

## March 2026 – May 2026

- OEWD Desk Review Form: **Due to Program Monitor Prior to Onsite Review**
- **Onsite Compliance Review for All Providers**
  - Facility Review for Physical and Programmatic Accessibility and Posting
  - Participant Case File Review
    - Roster of Participant Case Files will be Provided One Week In Advance
    - File Review Period: **PY 24 – 25 Q4 to PY 25 – 26 Q3**
    - Depend on Program Size, Between 5 – 15 Case Files Per Program Area Will Be Reviewed
    - Participant Files Must Be Prepared and Available for Review During the Site Visit, Either Through Physical Files or A Cloud Database
  - Participant Interviews (In-person or Virtual Via Phone or Video Call)
    - At Least Two (2) Participants Per Program Area Will Be Interviewed



# General Funds (GF) and Community Development Block Grants (CDBG) Eligibility Forms

1. Workforce Development Application Form
2. OEWD Release of Information
3. OEWD Participants Rights and Responsibilities
4. Income Certification Documentation (For CDBG Providers Only)

Participants Forms are Posted on  
OEWD [WorkforceCentral User Guide](#)





# WIOA Eligibility Forms

## WIOA Adult and Dislocated Worker

- OEWD WIOA Master application\*
- WIOA Title I Adult and Dislocated Worker Eligibility Checklist\*
- WIOA Sec. 188 Nondiscrimination Form\*  
(De-identify Client Info; Store Separately from Client File)
- Individual Employment Plan (IEP)
- Supportive Service Documentation (as applicable)\*
- OEWD Release of Information
- OEWD Participants Rights and Responsibilities
- Work Authorization
- Other Source Documentations (as applicable)

## WIOA Youth

- OEWD WIOA Master application\*
- WIOA Title I Youth Eligibility Checklist\*
- WIOA Sec. 188 Nondiscrimination Form\*  
(De-identify Client Info; Store Separately from Client File)
- Individual Service Strategy (ISS)
- Supportive Service Documentation (as applicable)\*
- OEWD Release of Information
- OEWD Participants Rights and Responsibilities
- Work Authorization
- Other Source Documentations (as applicable)

# **Additional Documentation**

**Case Notes, Credential Attainment, Measurable Skills Gain, Employment and Education Verification, Follow-up, and WorkforceCentral Records are Subject to Review During Program Monitoring; Data and Documentation must be Prepared and Made Available for Review Upon Request**



# Case Notes

## Key Requirements

- **Must Include Dates of Service, Description of Services Provided, Staff Who Provided the Services, and Next Steps**
- **Document Monthly or Quarterly**
  - **Quarterly Case Notes Must Provide a Detailed Summary of Services Delivered in the Quarter**

**\*\*\*If Case Notes are Used as a Documentation Source, the Case Notes Must Provide a Documented Trail Back to the Source of Information Verified.**



# Credential Attainment & Measurable Skills Gain

## Required for WIOA Youth and Training Services Provided through WIOA

### **Types of Credentials**

- Secondary School Diploma or Recognized Equivalent; Associate or Bachelors Degree
- Occupational Licensure (e.g., Certified Nursing Assistant License)
- Occupational Certificate, Including Registered Apprenticeship And Career And Technical Education Educational Certificates
- Occupational Certification (e.g., Automotive Service Excellence Certification)
- Other Industry Recognized Certificates of Completion
  - OEWD Industry Recognized Credential Attainment (IRCA) Form

### **Types of Measurable Skills Gain**

- Educational Functioning Level (e.g., pre and post testing)
- Transcript/ Report Card
- Training Milestones (e.g., progress report)
- Skills Progression (e.g., passage of an exam in an occupational program)



# Placement Verification

## Acceptable Documents (One of the Following):

- OEWD Form 117 – Written Employment/Education Verification Form, Completed and Signed by Employer
- WorkforceLinks Employment Verification
- Copy of Check Stub
- Copy of Official Letter of Employment from Employer (Must with Case Note Confirming Acceptance of Offer and Job Started)
- Email From Employer Confirming Employment
- Third Party Employment Verification (The work number)
- Bank Statement of Direct Deposit With Employer Name on Statement
- Placement Verification Waiver Form
- Education Placement (If Applicable): Class Registration Or Acceptance Letter



# Follow-Up

Exit Period	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
Jan – Mar	April – June	July – Sept	Oct – Dec	Jan - Mar
April – June	July – Sept	Oct – Dec	Jan - Mar	April - June
July – Sept	Oct – Dec	Jan - Mar	April - June	July - Sept
Oct – Dec	Jan - Mar	April - June	July - Sept	Oct - Dec

## Follow-up Requirement:

- **GF & CDBG:** 1<sup>st</sup> Quarter Follow-Up
  - Must be Documented in Case Notes
- **WIOA:** 4 Quarters after Program Exit, Regardless of Employment Status
  - Must be Documented in Case Notes
  - Outcomes must be Recorded in WFC During the 2<sup>nd</sup> and 4<sup>th</sup> Quarters of Follow-up
    - Use the Same Acceptable Documents from Placement Verification to Submit Follow-up Outcomes



# 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
- Minimum Wage Information
- Priority of Service Poster for Veterans and their Eligible Spouses & Veterans Sign-in Sheet
- 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 Photos of the Facility & Required Postings to Your Assigned Program Monitor**

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



# Next Steps

## November 2025 – February 2026

- Data Validation for WIOA Providers
  - Data Validation Review

## March 2026 – May 2026

- Onsite Compliance Review for All Providers
  - OEWD Desk Review Form
  - Facility Review for Physical and Programmatic Accessibility and Posting
  - Participant Case File Review
  - Participant Interviews (In-person or Virtual Via Phone or Video Call)





# Any questions?

Reach Out to your Program Specialist for Program-Specific Questions or Technical Assistance.

**Thank you for joining!**

