



**DECEMBER 20, 2024**

**TO:** All Western Piedmont Workforce Development Area **NCWorks** Staff  
**SUBJECT:** One-Stop Operator Monitoring Policy  
**EFFECTIVE DATE:** Immediately  
**EXPIRATION DATE:** Indefinitely  
**CONTACT:** Workforce Development Program Manager

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[Charity Patterson Hamber \(Dec 17, 2024 16:22 EST\)](#)

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Charity Patterson Hamber  
Workforce Development Director

## ONE-STOP OPERATOR MONITORING POLICY

**PURPOSE:** To meet Western Piedmont Workforce Development Board (WPWDB) monitoring requirements & One-Stop Operator performance as outlined in the Request for Proposal (RFP)/Contract with the goal of collecting sufficient data to:

- Analyze how services are provided through the One-Stop Centers (hereafter referred to NCWorks Career Center)
- To determine any quality or operational issues related to One-Stop (NCWorks Career Center) operations

The objective of monitoring includes:

- Evaluate center effectiveness and impact
- Identify center successes and challenges
- Evaluate center performance and service goals
- Provide guidance and technical assistance to ensure quality workforce services are provided to NCWorks Career Center customers (employers and job seekers).

*To rescind WPWDA One-Stop Operator Monitoring Policy dated May 2,2022.*

**BACKGROUND:** WPWDB as the oversight entity under WIOA (Workforce Innovation and Opportunity Act) for Alexander, Burke, Caldwell and Catawba Counties, takes seriously their role of ensuring that NCWorks Career Center services are meeting the needs of the community as determined by conducting objective quality assurance reviews and providing technical assistance to all WPWDB NCWorks Career Centers.

**PROCEDURE:** WPWDB staff will conduct an annual review of career center operations and performance of the center. Additional review may be completed if necessary based on the results of the annual review. **Please see the Career Center Operation and Performance below for the components to the monitoring.**

## **Career Center Operation and Performance**

### **Components to Monitoring**

1. Wagner- Peyser/WIOA applications
2. Jobseeker Services with Corresponding documentation in NCWorks based on WPWDB goals (case notes and activity codes)
3. General Case Notes
4. Appearance/Orderliness of Centers
5. Wagner-Peyser Business Services with corresponding documentation in NCWorks based on WPWDB goals (case notes and activity codes)
6. Data Validation elements
7. One-Stop RFP Statement of Work

All reviews will be conducted by WPWDB staff. The Workforce Development Program Manager will be the contact person throughout the review process.

Note: The WPWDB is required to procure a One-Stop Operator. Therefore, it is the One-Stop Operator's agreed upon duty to ensure that quality assurance procedures for career center operations are adhered to and met on a regular basis as outlined in the RFP/Contract.

### **Frequency**

The WPWDB NCWorks Career Centers will have at least one comprehensive review per year. Additional reviews are contingent on observations made during review.

### **File Review**

The file review will include randomly selected files. A list of files will be released to the leadership team at least 2 weeks prior to monitoring beginning. File review will take place over a three-week period by WPWDB staff. A desk review will occur during the three-week period and may include the team being on-site at the center. During the monitoring process WPWDB staff may conduct random interviews of staff, customers or employers. During the review, staff will identify any issues that need to be addressed and highlight any best practices. A final report will be released to the NCWorks Career Center Operator and will be reviewed during an NCWorks all-staff meeting. Eligibility items must be completed immediately and notification made to the Program Manager. All other items must be completed within twenty (20) business days. Follow-up will be conducted to ensure items were corrected as requested. Failure to correct these items will result in a non-compliance letter issued to the NCWorks Career Center Operator, to include the DWS Regional Operations Director and the DWS Chief Operating Officer, and will also become a part of WPWDB's NCWorks Career Center Operator permanent file. Continued non-compliance will result in probation and/or release of RFP to obtain new NCWorks Career Center Operator.

NOTE: The PY2024 (first review under this updated policy) will be a baseline year.

### **The One-Stop Monitoring Process**

Annual Monitoring for the One-Stop Operator is scheduled during the 3<sup>rd</sup> quarter of the program year being monitored.

- 1) A letter will be sent to the One-Stop Operator notifying them of the monitoring schedule. A 30-day notice will be provided.

- 2) The annual monitoring visit includes a review of the selected customer files in ncworks.gov and the completion of the checklist verifies eligibility and data validation elements are present in each file. In addition, the file is reviewed using the Western Piedmont Workforce Development Board One-Stop Monitoring Checklist (Attachment A) This review serves to ensure that customers are receiving services, case notes and/or service codes document the services, documents are uploaded as required, and signatures are obtained where required. In addition, Data Validation Elements will be reviewed during annual monitoring. The checklist is based items related to the WPWDB goals and state and local policy.
- 3) A list of files will be submitted to the One-Stop Operator prior to the file review. File review will take 3 weeks to complete.
- 4) Following the monitoring review process, a report will be completed and submitted discussing any challenges or best practices and provide technical assistance as needed.
- 5) A follow-up meeting will be scheduled for all staff for the review of the monitoring review, discuss continuous improvement and discuss any challenges faced in the centers during the year.
- 6) Formal notice of any corrections required should be received by the Program Manager within twenty (20) business days of the meeting.

**Western Piedmont Workforce Development Board  
One Stop Monitoring Checklist  
PY 2024**

<b>PARTICIPANT INFORMATION</b>				
NAME:				
STATE ID:				
APPLICATION DATE:				
EXIT DATE:				
<b>JOB SEEKER ACTIVITIES</b>				
PII Redacted				
WP Application Signed and Uploaded				
WIOA Application Signed and Uploaded (if applicable)				
Barriers to Work Selected				
Initial Assessment Completed and documented				
Labor Market Information Provided				
Assisted with Resume				
Job Search Assistance				
Job Development				
Workshop				
Referral to Partner/Support Services				
Re-Entry Services Provided				
TAA/DW Co-enrollment (if applicable)				
<b>EMPLOYER SERVICES</b>				
Job Order Follow-up/Assistance				
Candidate Pre-screening				
Promotional Calls/Emails				
Resumes Reviewed/Customer Referred				

<b>STAFF DEVELOPMENT</b>	<b>ANNUAL TOTAL</b>			
Number of Staff who Attended Training -In Person or Virtually				
Number of Staff Taking Part in Employer Tours				
Number of Staff Attending Conferences				






# One-Stop\_Operator\_Monitoring\_Policy\_Final\_12 202024

Final Audit Report

2024-12-17

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