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# PY 2013-14 Wagner-Peyser Program Process Management Review Tool\*

**RWB/Contractor Name:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date of On-Site Review**:

**Review Period:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Review Completed By:**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | | **GENERAL PROCESS QUESTIONS** |  | **YES** |  | **NO** |  | **COMMENTS** |
|  | * 1. Does the board operate the W-P programs? If no, who are the providers? | |  |  |  |  |  |  |
|  | 1.2 Does the region give Priority of Service to veterans? If yes, describe how this is accomplished in the W-P program. | |  |  |  |  |  |  |
|  | 1.3 Do any other staff (non-merit) enter W-P information into EFM? If yes, describe the W-P training they received. | |  |  |  |  |  |  |
|  | 1.4 Does the region use mobile units to provide W-P services? If yes, describe how they are utilized. | |  |  |  |  |  |  |
|  | 1.5 Does the region have kiosks in the community? If yes, where are they located? How are they maintained? | |  |  |  |  |  |  |
|  | **INTERNAL MONITORING** | |  | **YES** |  | **NO** |  | **COMMENTS** |
|  | 2.1 Does the RWB have written policies and procedures for W-P in place? If no, how does the RWB ensure that internal and external monitoring complies with federal and State provisions and other applicable laws? | | 3.1 Specify how frequently internal monitoring is conducted. |  |  |  |  |  |
|  | 2.2 Do policies, procedures or schedules specify when staff shall conduct monitoring? ( i.e., quarterly, semi annually, etc.) If yes, indicate time frame(s). | |  |  |  |  |  |  |
|  | 2.3 Have any tools been developed to conduct monitoring? If no, what process is used to monitor? | |  |  |  |  |  |  |
|  | 2.4 Are reports written as a result of the monitoring reviews? | |  |  |  |  |  |  |
|  | 2.5 Was a Preventive Corrective Action Plan (PCAP) required and has follow-up been conducted? | |  |  |  |  |  |  |
|  | **STATE MONITORING** | |  | **YES** |  | **NO** |  | **COMMENTS** |
|  | 3.1 Did the region require a CAP for the previous year's W-P review by the State? | |  |  |  |  |  |  |
|  | 3.2 If yes to the previous question, did the region carry out the actions as listed in the CAP? Describe the actions taken. | |  |  |  |  |  |  |
|  | **COMMON MEASURES PERFORMANCE DATA** | |  | **YES** |  | **NO** |  | **COMMENTS** |
|  | 4.1 Did the RWB meet or exceed their performance outcomes during the prior program year? | |  |  |  |  |  |  |
|  | 4.2 For those measures that were not met, has Technical Assistance (TA) been requested? If yes, when? | |  |  |  |  |  |  |
|  | **NOTABLE PRACTICES** | |  | **YES** |  | **NO** |  | **COMMENTS** |
|  | 5.1 Has the region implemented any notable and/or best practices in W-P? (If yes, provide a brief write up detailing the notable and/or best practice.) | |  |  |  |  |  |  |
|  | **PLAN QUESTIONS** | |  | **YES** |  | **NO** |  | **COMMENTS** |
|  | * 1. Do merit-based public employees provide Wagner-Peyser Act-funded labor exchange activities in accordance with DOL regulations? | |  |  |  |  |  |  |
|  | 6.2 Has the RWB had a company that was on strike? If yes, what procedure did the RWB follow? | |  |  |  |  |  |  |
|  | 6.3 Has the region taken job orders from private employment agencies? If yes, how does the RWB ensure that applicants who are referred to a private employment agency are not charged a fee? | |  |  |  |  |  |  |
|  | 6.4 Has the region advertised jobs over $50,000/year in a newspaper? If yes, what procedure did the region follow? | |  |  |  |  |  |  |
|  | 6.5 Did the RWB operate a summer youth program? If yes, what procedure did the RWB follow (W-P related) to deliver the one-stop center's summer youth program? | |  |  |  |  |  |  |
|  | 6.6 Does the RWB provide reemployment services to all RA claimants? If yes, please describe. | |  |  |  |  |  |  |
|  | 6.7 Does the RWB use the scores obtained from the initial skills review to provide employment and training services to reemployment assistance claimants? If yes, please describe the process. | |  |  |  |  |  |  |
|  | 6.8 Does the RWB administer the reemployment assistance work test and provide feedback to RA for all claimants? If yes, please describe the process. | |  |  |  |  |  |  |
|  | 6.9 Does the RWB serve claimants seeking to fulfill the weekly work search requirement by meeting with One-Stop Center staff? If yes, what is the procedure? | |  |  |  |  |  |  |
|  | 6.10 Does the RWB provide counseling services? If yes, what procedure is followed? | |  |  |  |  |  |  |
|  | 6.11 Does the RWB have suppressed job orders? If yes, what is the procedure for referrals? | |  |  |  |  |  |  |
|  | 6.12 Does the region provide workforce services to target population such as the homeless, ex-offenders, migrant farmworkers, individual with disabilities, older workers, limited English speakers, and other target groups? If yes, how is this done? | |  |  |  |  |  |  |
|  | 6.13 Is there a Farmworker Jobs and Education Program (FJEP) service provider located in the region’s jurisdiction? | |  |  |  |  |  |  |
|  | 6.14 If yes to the previous question, does the region have an established partnership with the FJEP service provider? | |  |  |  |  |  |  |
|  | **BUSINESS SERVICES** | |  | **YES** |  | **NO** |  | **COMMENTS** |
|  | 6.15 Does the RWB promote recruiting agreements? If yes, what is the process? | |  |  |  |  |  |  |
|  | 6.16 Does the region conduct or participate in job fairs? If yes, what is the process? | |  |  |  |  |  |  |
|  | 6.17 Does the region market/communicate, internally and externally the workforce business proposition? If yes, how is this done? | |  |  |  |  |  |  |
|  | 6.18 Does the region evaluate its Business Services? If yes, how is this done? | |  |  |  |  |  |  |
|  | 6.19 Does the region institutionalize and replicate proven outreach tactics (i.e., outreach tactics, core processes, performance metrics? If yes, how was this done? | |  |  |  |  |  |  |
|  | 6.20 Did the region build on an existing or establish a local industry-specific workforce business consortium in partnership with economic development organizations? If yes, what organizations were included? | |  |  |  |  |  |  |
|  | 6.21 Does the region prioritize target industry clusters? If yes, how is this done? | |  |  |  |  |  |  |
|  | 6.22 Does the region provide a platform for the creation of or technical input for industry specific training programs? If yes, how is this done? | |  |  |  |  |  |  |
|  | 6.23 Did the region institutionalize local, regional and statewide “voice of the customer” business forums to keep abreast of current and emerging workforce needs (e.g. through all Employ Florida Banner Centers and other similar business-led initiatives)? If yes, how was this accomplished? | |  |  |  |  |  |  |
|  | 6.24 Did the region try to increase workforce awareness via visibility at target industry specific events? If yes, how was this accomplished? | |  |  |  |  |  |  |
|  | 6.25 Did the region showcase successful workforce/business partnerships at local economic development business events? If yes, how was this accomplished? | |  |  |  |  |  |  |

* The WP Process Management Review is located on the Wagner-Peyser 2013-2014 Monitoring Tool.