

# National Monitoring Training for State Workforce Agencies

## OVERVIEW OF ETA MONITORING & OVERSIGHT TRAINING SERIES AND INTRODUCTION TO THE FRAMEWORK FOR MONITORING & OVERSIGHT



# Objectives of this Session

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- Introduce ETA's Monitoring & Oversight Training Series
  - The Why for the Series
  - Topics
  - Delivery Methods
- Provide an overview of the National Framework for Monitoring and Oversight
  - Goals and Benefits
  - 7 Elements
  - Available Resources



# ETA's Monitoring & Oversight Training Series

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## INTRODUCTION



# ETA's Monitoring & Oversight Series

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- The need for....
  - More robust state-level monitoring
  - TA and tools for State Workforce Agencies
  - Creative solutions for delivery of TA given current circumstances



# ETA Monitoring & Oversight Series

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- Framework for Monitoring & Oversight – Recorded Session
- Preparation and Planning for On-Site Monitoring – Recorded Session
- Understanding the “Story”: Participant File Review – Recorded Session
- Understanding and Monitoring Governance – Podcast
- Overview of the 4 Cs – Podcast



# ETA Monitoring & Oversight Series

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- Communication and Collaboration with Sub-Grantee, – Live Webinar Session
- Digging Deeper: Effective Entrance Meetings and Interviews – Live Webinar Session
- Wrapping up the Monitoring Event – Live Webinar Session
- Deep Dive of the 4 Cs – Live Webinar Session



# State Monitoring & Oversight Resources

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My WorkforceGPS | Resources | ETA Grants | Communities | Events | Member Directory | Help | About

## Grants Application and Management

Grants Application and Management Search

Home About Community Resources

WorkforceGPS / Grants Application and Management / Community Resources / State Monitoring & Oversight

## State Monitoring & Oversight

Resource

The State Monitoring & Oversight materials were developed to help states with their monitoring systems. The materials that are available include the following:

- Framework for Monitoring and Oversight

[https://grantsapplicationandmanagement.workforcegps.org/resources/2019/05/22/03/19/State Monitoring Oversight](https://grantsapplicationandmanagement.workforcegps.org/resources/2019/05/22/03/19/State_Monitoring_Oversight)



# National Framework for Monitoring & Oversight

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## OVERVIEW





# Today's Presenters

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# Framework Overview

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- Goals and benefits
- Introduction to the Seven Elements
- Available resources to help states utilize the Framework



# National Framework for Monitoring & Oversight

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## GOALS AND BENEFITS



# Goals & Benefits

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- The Framework provides recommendations and guidance to SWAs to:
  - Create and maintain a comprehensive and effective monitoring system
  - Develop monitoring capacity and expertise
  - Effectively meet the needs of customers

## Framework for Monitoring and Oversight

A Technical Assistance Tool

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# What's in it for me?

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## Leadership

DOL/ETA vision and expectations are around the state monitoring system  
Re-evaluate your own systems and identify the best practices and areas of improvement



## Managers

Structure and operate your team  
New insight on how to fine tune processes for various tasks  
Set your monitors up for success



## Experienced Monitors

Self-evaluate your current approach  
Improve challenges and celebrate strengths  
Be the model for new monitors  
Positively affect state policy for processes and transform



## New Monitors

Solid explanation of your new role and the positive impact it can have  
Best practices and suggestions  
Provide you with a vision of quality



# National Framework for Monitoring & Oversight

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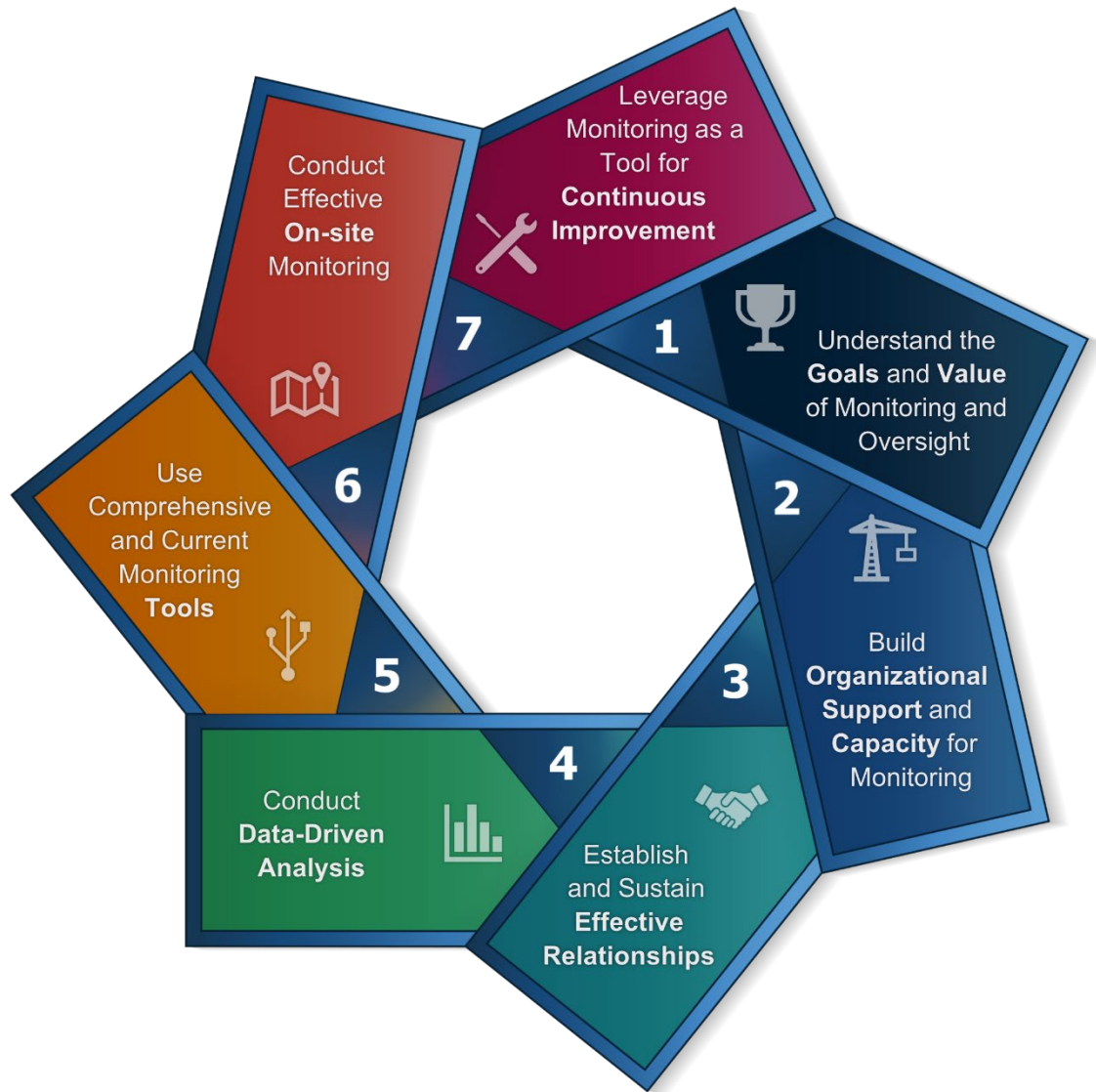
## INTRODUCTION TO THE SEVEN ELEMENTS



## Elements of the Framework

The *Framework for Monitoring & Oversight: A Technical Assistance Tool* is comprised of seven elements, each of which provides guidance and best practices that can help States build, support and maintain effective grant monitoring.

Be sure to review the full Framework document, which can be found on the Grants Application and Management Community of Practice.



# Understand the Goals and Value of Monitoring and Oversight

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- Compliance with statute, regulations, grant agreements, and policy
- Fiscal integrity
- Performance goals are achieved
- Effective and high-quality services are being provided
- Continuous improvement and innovation throughout the state and local systems, service design and delivery
- Achievement of strategic priorities established at the federal, state and local levels





# Build Organizational Support and Capacity for Monitoring

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- Guidelines for an effective state monitoring structure
- Essential aspects of effective monitoring policies and procedures
- Guidance on staff training



# Establish and Sustain Effective Relationships

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- Partnering for continuous improvement
- Establishing and maintaining relationships based on trust and understanding
- Strategies for effective communication
- Role of monitors in communication



# Conduct Data-Driven Analysis

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- Maximizing time and resources available for monitoring and oversight
- Value of quantitative and qualitative data in continuous monitoring and risk assessment to support early identification and rapid resolution of issues
- Comprehensive data analysis
  - Review
  - Analyze
  - Resolve



# Use Comprehensive and Current Monitoring Tools

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- Describes types of tools and their purpose
- Describes features of effective tools
- Explains value of keeping technology up to date



# Conduct Effective On-Site Monitoring

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- Importance of thoughtful planning, clear and consistent communication
- Primary areas of focus, types of documents, activities and services
- Steps to prepare to conduct on-site visit
- Essential on-site activities
- Closer look at interviews, participant file review and exit meeting best practices

# Leverage Monitoring as a Tool for Continuous Improvement

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- Explains the cycle of continuous improvement
- Provides guidelines for communicating findings, corrective actions, areas of concern and effective practices
- Manages corrective action
- Provides technical assistance
- Provides continuous improvement strategies



# Available Resources

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- 1. FRAMEWORK FOR MONITORING AND OVERSIGHT**
- 2. E-LEARNING MODULES**
- 3. SELF-ASSESSMENT**
- 4. JOB SHADOWING FRAMEWORK**
- 5. STATE RESOURCES & TOOLS**



# Resources Available – Framework

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- **Framework for Monitoring and Oversight**
- eLearning Modules on Elements
- Self-Assessment
- Job Shadowing Framework
- State Tools and Resources

## Framework for Monitoring and Oversight

A Technical Assistance Tool

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# Resources Available – eLearning

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- Framework for Monitoring and Oversight
- **eLearning Modules on Elements**
- Self-Assessment
- Job Shadowing Framework
- State Tools and Resources



# Resources Available – Self-Assessment

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- Framework for Monitoring and Oversight
- eLearning Modules on Elements
- **Self-Assessment**
- Job Shadowing Framework
- State Tools and Resources



# Resources Available – Job Shadowing Framework

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- Framework for Monitoring and Oversight
- eLearning Modules on Elements
- Self-Assessment
- **Job Shadowing Framework**
- State Tools and Resources

## **Job Shadowing Framework for New State Grant Monitors**

A Technical Assistance Tool for Successful Onboarding

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# Resources Available on the CoP

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- Framework for Monitoring and Oversight
- eLearning Modules on Elements
- Self-Assessment
- Job Shadowing Framework
- **State Tools and Resources**



# Thank You!

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