



NEMO WORKFORCE DEVELOPMENT BOARD



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PY20 Programmatic Monitoring Completed March 15, 2021

In summary, the errors are fewer in this monitoring than ever before. We believe we can attribute the progress to the additional training we do weekly from the Board Staff and the weekly WIOA Wednesday training provided by OWD staff. In addition, the continuous monitoring allows us to discover the errors earlier and it saves time for the contractors in going back and correcting. All errors found have been corrected and training was provided to staff.

Summary for Warrenton Job Center – Boonslick Regional Planning Commission

0 Findings and 0 Concerns – No disallowed costs

# of Comments	Program Element	# of Records Reviewed
7	Classroom Occupational Training	34
8	Work Experience	1
4	Supportive Services	4
2	CAREs Act	9
3	Wagner-Peyser	42
6	RESEA	45
6	Youth	14
36	Totals	149

Common errors found in various Elements:

- Employment Plan Incomplete
- Goals/Objectives missing or incorrect
- Justification for Appropriateness Missing or Incomplete
- Incentives not listed in Employment Plan
- All needs of participant not addressed
- Enrolled but shouldn't have – no services provided
- Missing, incorrect, and conflicting information
- Initial Mandatory Case Note Missing or Not addressing all questions
- Missing case notes for supportive services, customer contacts, and follow-ups
- Timesheet errors
- Confidential Information in file/case note
- Unapproved documentation used for verification
- Wrong beginning and ending dates
- Wrong or missing Onet Codes
- Resumes not online/active
- Activity Codes not closed
- Activity Code/Service posted before or after service provided – must be posted on the date the service is provided.

Summary for Hannibal, Kirksville, LaBelle, and Macon – GAMM, Inc.

0 Findings and 0 Concerns – No disallowed costs

# of Comments	Program Element	# of Records Reviewed
4	Classroom Occupational Training	110
0	Work Experience	1
3	Supportive Services	34
3	Apprenticeship	3
0	CompTia	2
3	CAREs ACT	44
1	TET Grant	1
4	Wagner-Peyser	74
1	Incumbent Worker Training	22
1	On-The-Job Training	1
0	RESEA	4
7	Youth	60
27	Totals	356

Common Errors:

- Employment Plan not updated when goal/objective met
- Justification for appropriateness/training – missing information
- Resumes not online/active
- Incorrect activity codes
- Wrong document to verify elements
- Incorrect income calculation
- Wrong or missing Onet Codes
- Wrong or missing provider
- Missing info or documents
- Wrong info in case note (wrong person referred to)
- Initial Case Note Missing
- Follow-up case notes missing
- Need to post activity when provided
- Missing Local Market Information in Employment Plan
- ISS didn't address all needs of participant
- No provider listed