



T H R E E R I V E R S

WORKFORCE INVESTMENT BOARD

TRWIB, Inc.

## **Policies for PA CareerLink Monitoring**

**Program Year 2009**

## **BACKGROUND**

The Three Rivers Workforce Investment Board (TRWIB) is charged with the monitoring of PA CareerLink sites in the City of Pittsburgh and Allegheny County annually. The TRWIB will visit each site to ensure that the following characteristics are in place:

- Compliance with the following legal documents:
  - One-Stop Service Plan
  - Resource Sharing Agreements
  - Modifications to Agreements
  - One Stop Operator Agreements
  - One Stop Partner Agreements and
  - WIA Local Plan
  
- Adherence to the PA CareerLink Chartering criteria;
- Customer satisfaction (both job seeker and employers);
- Progression of services when applicable (core – intensive – training);
- Evaluation of performance and operational systems;
- Qualitative and Quantitative analysis;
- Continuous improvement strategies; and
- Effective practices;

## **MONITORING**

The TRWIB will conduct annual PA CareerLink site monitoring for the three comprehensive sites in the Pittsburgh/Allegheny County Local Workforce Investment Area (LWIA): PA CareerLink Allegheny West, PA CareerLink Allegheny County East, and PA CareerLink Downtown Pittsburgh; and one affiliate site at Goodwill Industries of Southwestern Pennsylvania. **These monitoring visits will take place between Monday, May 3, 2010 and Wednesday, June 30, 2010.**

The TRWIB also jointly charters the PA CareerLink Alle-Kiski Comprehensive Center with the Westmoreland-Fayette Workforce Investment Board and the PA CareerLink Mon Valley Regional Center with the Southwest Corner Workforce Investment Board. **The TRWIB requests that the Westmoreland-Fayette WIB and the Southwest Corner WIB submit both the monitoring tool utilized, the monitoring results and a copy of the monitoring letter that was sent to the PA CareerLink site no later than Wednesday, June 30, 2010.**

## **MONITORING TOOL**

The TRWIB monitoring tool is in compliance with the Workforce Investment Information Notice (WIIN) No. 3-00 Change 2, issued by the Bureau of Workforce Development Partnership (BWDP).

## **REPORTING MONITORING RESULTS**

**The TRWIB will complete its monitoring of the PA CareerLink sites by Wednesday, June 30, 2010.** The TRWIB is responsible for advising the PA CareerLink sites of the results of the monitoring prior to June 30, 2010.

If the TRWIB identifies an area(s) of concern within a PA CareerLink site, a corrective action plan must be submitted to the TRWIB within 30 days of the TRWIB notifying the PA CareerLink site of the results. The PA CareerLink site then has 90 days to document follow-up activities and implement the corrective action. After 90 days, the TRWIB will check to make sure the necessary actions have been implemented.

The TRWIB will report the monitoring findings to the TRWIB Compliance Committee at the June meeting and to the TRWIB Executive Committee at the July meeting. Once the Executive Committee approves the results, a full board report will be presented at the September 2010 board meeting. If any of the PA CareerLink sites are working on a corrective action plan, progress will be reported to the Executive Committee and the full TRWIB board on an ongoing basis to make sure the necessary actions has taken place.

**If you have any questions regarding the process of PA CareerLink monitoring, please contact Kelleigh Boland at the Three Rivers Workforce Investment Board, 412-552-7094 or [kboland@trwib.org](mailto:kboland@trwib.org).**

### **TIMELINE FOR CAREERLINK MONITORING**

<b>ACTION</b>	<b>TIME</b>
TRWIB monitoring of comprehensive and affiliate centers	Monday, May 1, 2010 – Wednesday, June 30, 2010
TRWIB monitoring of PA CareerLink sites completed	Wednesday, June 30, 2010
TRWIB reports monitoring findings to Compliance Committee	June 2010 meeting
TRWIB reports monitoring findings to Executive Committee	July 2010 meeting
TRWIB reports monitoring findings to full board	September 2010 meeting
TRWIB reports update on corrective action plans, if applicable, to full TRWIB board	November 2010 meeting