

Subcontractor Name: Northwest Missouri Regional Council of Governments
Programs Monitored: One-Stop Operator
Monitor: Brent Stevens, Executive Director
Signature: Brent Stevens
Date: 05 / 31 / 2022

I. Executive Summary and Scope of the Monitoring

The Northwest Workforce Development Board Compliance Coordinator conducted a monitor reviews of Northwest Missouri Regional Council of Governments for Program Year 2022 in compliance with the requirements set forth by *20 CFR (Code of Federal Regulations) Part 683.410*, Office of Workforce Development (OWD) *Issuance 11-2021 (Sub-State Monitoring Policy)*, and Northwest Workforce Development Board policy *P7 (Sub-State Monitoring Policy)*.

The WDB conducted a monitoring of the Northwest Missouri Regional Council of Governments fulfillment of duties for the One-Stop Operator Contract for the period July 1, 2021 through March 30, 2022, in fulfillment of the requirements of the WIOA, OWD Issuances, and NW WDB Policies and Scope of Work. This review was conducted to ensure the quality of services and the performance of the programs are in compliance with current agreements and in a manner that will ensure achievement of program goals and outcomes.

This monitoring is not an audit and due to the limited scope of the monitoring, may not disclose all systems' weaknesses. The results presented in this report are based on the areas reviewed by WDB staff. The United States Department of Labor, the Missouri Office of Workforce Development, or any other applicable federal or state body may conduct reviews and have different conclusions, opinions, and/or results.

The scope of the monitoring utilized guidelines established by the Office of Workforce Development's (OWD) Sub-state Monitoring Issuance and Northwest Workforce Development Board's Sub-State Monitoring Policy.

II. Results of Programmatic Monitoring Review

The WDB rates issues discovered during financial monitoring review at two levels of severity: compliance findings and areas of concern, as defined below. In addition, opportunities have been identified and are also included below.

Compliance Findings - Compliance findings (findings) are items that disclose areas of significant non-compliance with WIOA, federal regulations, workforce development issuances or guidance, and material weaknesses in internal controls. Findings require written corrective action plans by either accepting the WDB's recommendation or proposing and receiving approval for an alternate course of action. Regulatory compliance monitors will provide citations from WIOA, federal regulations, or OWD issuances and procedures to identify specific area of non-compliance and will explain the corrective measures necessary for resolution.

The results of our monitoring disclosed zero compliance findings.

Areas of Concern - Areas of concern (concerns) are items that may or may not be compliance-based but may impede effectiveness and efficiency of providing services to individual and business customers. Concerns are suggestions to management and do not generally require a response unless specifically indicated. Resolved findings and accompanying corrective actions may be included in this category. Concerns, although resolved, may rise to a level of severity that is subject to follow-up during subsequent review. Regulatory compliance monitors may offer suggestions or guidance to assist the entity in making improvements or may make a referral for further technical assistance.

The results of our monitoring disclosed zero Areas of Concern.

Opportunities - Opportunities are items the WDB has suggested for revision to strengthen internal controls, improve efficiencies or other processes. These pertain to effectiveness issues and do not require a written response.

Opportunity 1:

Not all staff are aware of partner agency services. Progress still needs to be made towards ensuring all staff are familiar with all of the partners. Staff still have questions and uncertainties about making referrals. Training is done during partner meetings with program directors. Not all front line staff are able to participate in these meetings. Alternate format trainings could help deliver a uniform message to all front-line staff.

Opportunity 2:

Effort should be made to find ways to make job center services available outside of the traditional job centers. Partnering with community organizations to ensure services are delivered in the more remote areas of the region needs to be a priority.

Opportunity:

As Job Center traffic is down, outreach strategies should be implemented to ensure all individuals and businesses who could benefit from Job Center Services are made aware of the services available.