

## **ETO Policy 27 Procedure on Monthly Validation/Reconciliation (Youth and Adult)**

---

This procedure is being implemented in an effort to improve the validation process for performance information that is provided to contractors monthly and to provide a mechanism to provide performance data to the Delaware Workforce Investment Board (DWIB).

This procedure does not describe the methods used to extract and implement DJL (Delaware Job Link) data.

Month in all cases refers to the month in which the initial query is done.

### **Standard Months (August, September, November, December, February, March, May & June)**

1. Performance validation letters and the finalized Performance data (in Excel spreadsheets) will be forwarded by e-mail to contractors no later than the 21st calendar day of a month. In addition to performance information the letter will include a listing of open events. An open event will be either a gap in services (individual is not active in any service) or a point where the estimated end date has passed.
2. Within 2 weeks (16 calendar days), the monthly validation data will be reviewed with the Contractor and corrections (additions, deletions, changes) will be identified and jointly agreed to. In addition to reviewing the performance information, this period will be used to identify information due and to obtain necessary MIS forms for the purpose of eliminating all open events and updating performance. This step will be identified as the Monthly Reconciliation.
3. The Monthly reconciliation will be completed within the same 16 day time period and will be considered complete when a memo is sent to the contractor summarizing the result and a copy of the memo is placed in the contract file. The memo will answer the following questions:
  - Who? – The staff person or persons that worked with DET staff.
  - What? – The status of the resolution at the date of writing.
  - When? – The date(s) of the contact
  - Where? – Generally refers to location but if not done at a site would simply indicate that it was accomplished by phone and/or e-mail
  - Why – The individual issues discussed.
  - How – The actions taken to resolve the items discussed

Supervision will be copied on these memos.

4. No later than the 12<sup>th</sup> of month in which Reconciliation is to be completed a monthly team meeting will be held to review the accuracy and timeliness of the validation/reconciliation process as well as other contract management requirements.

### **Non Standard Months (July, October, January & April)**

**Note:** The data reported here is performance through the last day of the month (i.e. September 30 for the November meeting). Queries will be done in the same manner and at the same time as standard months.

1. The DJL contract queries will be accomplished by the 21st day of the month.
2. Also, by the 21<sup>st</sup> calendar day of the month the contract manager will complete a Quarterly Milestone Reporting Form (QMRF) for each contract. This form will include all milestones from Projected Quarterly Milestones found in the contract, the projected quarterly and year to date goals, and the actual performance (quarterly & YTD) based on DJL data for the following:

## **ETO Policy 27 Procedure on Monthly Validation/Reconciliation (Youth and Adult)**

---

- New Enrollments
- Post Exits
- Carry Ins
- Exits
- Outcomes/Standards (All)
- Completions (Blue Collar)

Both the QMRF and the queries will be forwarded to the contractors by the 21<sup>st</sup> calendar day of the month.

3. Contractors will review the QMRF and complete the remaining actual performance items (quarterly & YTD) along with the milestone narrative forms where actual performance is more than 15% less than projected. This will be returned to the contract manager within 16 calendar days following the 21<sup>st</sup>. The completed QMRF and any narrative statements will be the basis for the performance discussion at the Results and Learning meeting.
4. Contractors may request a modification to their milestones at this meeting. When this is done a milestone modification form will be submitted and the request will be described in a milestone narrative form. Approval will be accomplished at the Results & Learning meeting.
5. A copy of the final QMRF signed by the contract manager will be provided to the Administrative Staff no more than 2 work-days following the end of the Results & Learning meetings. **Contract Mangers will insure that all key performance numbers are supported by a query prior to submitting to the Administrative staff.**
6. A quarterly performance report will be completed based on the R&L data and submitted to the DWIB for distribution to the members and a copy forwarded to staff/contractors. This will be completed by the 5<sup>th</sup> day following the Results & Learning meetings and distributed to contractors & staff by the Administrative Staff

### **Preparation for the Last Results & Learning Meeting prior to Proposal Review**

**Same as Non Standard except that it incorporates an Annual Report and established a separate due date for information relating to the previous years contracts as follows:**

1. Also, by the January 21st the contract manager will complete a Quarterly Milestone Reporting Form (QMRF) for the contract that ended the previous June.. This form will include all milestones from Projected Quarterly Milestones found in each contract and the actual performance (YTD) based on DJL data for the following:
  - New Enrollments
  - Post Exits
  - Carry Ins
  - Exits
  - Outcomes/Standards (All)
  - Completions (Blue Collar)

Both the QMRF and the queries will be forwarded to the contractors by January 21st

2. Also by January 21st an Annual Report format will be forwarded to contractors regarding their contract that ended the previous June.
3. Contractors will review the QMRF immediately upon receipt and contact the appropriate contract manager as soon as possible regarding any discrepancies (in particular regarding the ended contract) in order that resolution can be accomplished immediately.

## **ETO Policy 27 Procedure on Monthly Validation/Reconciliation (Youth and Adult)**

---

4. Contractor will upon acceptance of the QMRF, complete the remaining actual performance items (YTD) for each contract being reviewed. In addition the Annual Report Format will be completed. Both will be returned to the contract manager by January 30th.
5. The completed QMRF, any narrative statements and the Annual Report will be the basis for the performance discussion at the Results and Learning meeting.
6. As the QMRF's are incorporated into the Annual Report, the submission of a signed annual report and its subsequent acceptance by DET staff at the Results & Learning meeting held in early February will constitute the final performance on the ended contract and the year to date performance on the current contract. When the annual report is signed by both parties, it will be considered final.
7. A copy of the final Annual Report signed by the contract manager will be provided to the Administrative Staff no more than 2 work-days following the end of the Results & Learning meetings. **Contract Managers will insure that all key performance numbers are supported by a query prior to submitting to the Administrative staff.**
8. The data from the Annual Report will be used to compile a final report on program performance to be used by the DWIB during the Proposal Review Process.

Note:

- For purposes of this procedure, if a due date falls on a non-work day, the due date will be close of business on the last workday before the scheduled due date.
- All submissions by contractors will be electronic
- Administrative Staff will be copied on all information sent to Contractors
- Contract Managers will copy all items sent to contractors to the appropriate electronic folder