



ITA Monitoring Procedure

In order to ensure that our ITA training providers are meeting our expectations regarding the quality of training being provided to job seekers, the MVWIB has developed the following procedure.

- Two or more formal complaints, within the same fiscal year, from job seekers enrolled in a training program provided by the same vendor could potentially warrant a monitoring visit.
- Staff from the MVWIB and ValleyWorks Career Center will meet with the complainants to determine whether or not a monitoring visit to the training vendor is warranted.
- If such a determination is made, the training vendor will be contacted and told that certain issues have been raised and that Division of Grants Administration (DGA) staff will be conducting a monitoring visit within the subsequent two weeks.
- The monitor will observe the training program/programs and will interview available training participants.
- DGA staff will prepare a monitoring report and present the results of the visit to the MVWIB.
- If the MVWIB concludes that there are issues that need to be addressed, WIB staff will contact the training provider to schedule a meeting to discuss these concerns and will provide technical assistance to the training provider to develop a plan, with a timeline, to resolve the issues.
- The MVWIB staff will monitor the progress of the training provider in executing the plan and resolving the issues and may request that DGA staff visit the site again to insure that the training vendor is in compliance.
- If the issues are not resolved according to the timeline set up in the plan, referrals to the program/programs in question will cease until the issues are resolved.