

## General DET Contract Policy 10 - On-Site Contractor Visits (Youth and Adult)

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This procedure establishes the standard for on-site contractor visits.

All contractors will be assigned a Contract Specialist for each program. Each Contractor will receive a monthly on-site visit where the Contract Specialist will complete a variety of tasks. The goal of your Contract Specialist is to support your funded program(s) by providing technical assistance, compliance reviews, and best practices.

Over the course of the program, the following tasks will be completed by the Contract Specialist:

1. Observation of Contractor's Program. This can include observing orientations, classroom time, job search activities, work experience sites, etc.
2. File Reviews (See Attachment A for Adult and Attachment B for Youth). This will include reviewing the contents of the physical and electronic files for compliance with applicable policies as well as content to ensure quality programming. It is expected that file reviews will take place several times throughout the contract period in order to review different items as they occur. For example, it is expected that file reviews will be conducted within the first two months of every new cycle, if applicable. The following is a guide on how many files should be reviewed:

Enrollment Goal	Minimum % of Files to Review
1-25	100%
26-50	75%
51-100	50%
100-200	35%
201+	25%

3. Participant Interviews (See Attachment C for Adult and D for Youth). This will include standardized questions that will be asked to participants. There may be unique questions added per program to inquire about a specific program component. Participant interviews will be scheduled with the Contractor throughout the duration of the program. The following is a guide on how many participants should be interviewed:

Enrollment Goal	Minimum % of Interviews to Conduct
1-25	100%
26-100	50%
101+	25%

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4. Monitoring Report (See Attachment E). This is a formal report that includes a set of standardized questions aimed at identifying and documenting any concerns or issues and status of program. A minimum of one monitoring will be conducted. A second monitoring visit will be conducted for all contracts identified at the initial monitoring as having problems. The decision to require a second monitoring visit to contractors not identified as having problems is at the discretion of the Employment & Training Administrator. It is expected this will be completed by April of the first year of the contract period.
5. Equal Opportunity Review (See Attachment F): This is a formal report that includes a set of standardized questions aimed at ensuring Contractor is in compliance with the Equal Opportunity Requirements.
6. Other on-site visit/Technical Assistance. On-site visits will be conducted as needed. For example to accommodate Delaware JobLink training and new staff training needs. In addition to the minimum visits established above, monthly performance validations and other contacts with contractors will be used to identify potential problems. Whenever a potential problem arises that cannot be resolved through telephone/e-mail, an on-site visit will be conducted

With the exception of the Monitoring report and Other on-site visits/Technical Assistance, all tasks should be completed throughout the duration of the contract period.

The Contract Specialist will make all attempts to schedule monthly visits that align with program schedule and Contractor needs.

Every visit will result in a summary memo, which will be sent to the Contractor with a copy to the Supervisor and saved in the contractor's file. Nothing in this policy prohibits the Contractor from requesting additional contact or visits within a month.

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Attachment A

Delaware Department of Labor  
Division of Employment and Training  
Contract Unit

ADULT PARTICIPANT FILE REVIEW GUIDE

Participant Name:	Date of Review:
Funding Source: ( ) BC	Program:

**Eligibility Documentation:**

**General Eligibility**

Birth Date/Age: (Birth Certificate, Driver's License, State Id, Other: \_\_\_\_\_)

Residency: (Driver's License, State Id, Utility Bill, Letter from State Agency, Other: \_\_\_\_\_)

Citizenship/Immigration Status: (Completed Attachment D-Adult DET Policy 1): \_\_\_\_\_

Selective Service Registrant: [www.sss.gov](http://www.sss.gov) verification, Other: \_\_\_\_\_

**\*Were documents related to General Eligibility Uploaded in DJL: ( ) Yes ( ) No**

**\*Was there a completed resume in DJL: ( ) Yes ( ) No**

Missing Eligibility Documentation: \_\_\_\_\_

**Documentation of Assessments, Services and Performance Goal Attainment**

Were assessments located within the file? ( ) Yes ( ) No

If yes, what assessments were located within the file \_\_\_\_\_

Is there a signed EEO form in the file? ( ) Yes ( ) No

Was an Individual Service Strategy completed and signed by both parties for the participant? ( ) Yes ( ) No

Is there evidence to support the implementation of the ISS and updates? ( ) Yes ( ) No

Were case management notes located within the file or in DJL? ( ) Yes ( ) No

Do the notes and/or documentation indicate that the participant has been contacted in accordance with the minimum standard of contact? (Reference General Policy 7) ( ) Yes ( ) No

Are attendance records signed by the participant and instructor included within the files? ( ) Yes ( ) No

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Does the participant file contain the following (referencing Adult Policy 4)?

Evaluations / Reviews \_\_\_\_\_

Hours of Attendance \_\_\_\_\_

Test grades \_\_\_\_\_

Training Progress/Competencies \_\_\_\_\_

Credential Attainment \_\_\_\_\_

**Was the client placed in Job Search and Placement Assistance in their S&T after completion of their Occupation Skills Training? ( ) Yes ( ) No**

Was documentation to support outcomes located within the file in accordance with Adult Policy 7? ( ) Yes  
( ) No

Does the participant file reflect the file structure specified in General Policy 1? ( ) Yes ( ) No

If the individual has been exited is their evidence to support an updated resume? ( ) Yes ( ) No

If the individual has been exited, is their evidence to support post-exit and follow up services? ( ) Yes ( ) No

Notes:

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**YOUTH PARTICIPANT FILE REVIEW GUIDE**

Participant Name:		Date of Review:	
Funding Source:  ( ) WIOA                      ( ) BC	Program:	PID#	

**Were documents uploaded to verify General Eligibility? Check Items verified**

Birth Date/Age    Residency    Citizenship/Immigration Status  
Selective Service Registrant

**Were PII Documents removed from the files?**    YES        No   

**Youth Barriers:**

Basic Skills Deficient:    Math    Reading    Both    Date of Test \_\_\_\_\_

TABE Tests entered into DJL? Retested date \_\_\_\_\_ Gain?  YES  NO

School Dropout? YES  NO  **→ LOW INCOME and BASIC SKILLS DEFICIENT VERIFICATION?**

Homeless    Runaway    Foster Child    Pregnant or Parenting    Offender    Disability    English Learner

**Low Income Status**

Proof of Family Size?  
Income verification for the family?

TANF                      Food Stamps                      Free Lunch

Date of Enrollment \_\_\_\_\_ Date paperwork was signed: \_\_\_\_\_

Resume in DJL?    YES    NO    Expiration Date \_\_\_\_\_

GED Date \_\_\_\_\_

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What are they active in for DJL? \_\_\_\_\_

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**Documentation of Assessments, Services and Performance Goal Attainment**

Were assessments located within the file? ( ) Yes ( ) No

If yes, what assessments were located within the file \_\_\_\_\_

Is there a signed EEO form in the file? ( ) Yes ( ) No

Was an Individual Service Strategy completed and signed by both parties? ( ) Yes ( ) No

Date of last update. \_\_\_\_\_

Were case management notes located within the file, or in DJL, or Both ?

How many notes? \_\_\_\_\_

Do the notes and/or documentation indicate that the participant has been contacted in accordance with the minimum standard of contact? ( ) Yes ( ) No

Are attendance records signed by the participant and instructor included within the files? ( ) Yes ( ) No

Hours to Date on Log: \_\_\_\_\_

Do they match the attendance reflected on the log?

**ISSUES:**

**Attachment C**

**Adult Participant Program Survey**

Name: \_\_\_\_\_ Program: \_\_\_\_\_

Please respond based on your experiences within this program.	Agree	Disagree	Not Applicable
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Does the Staff have a positive attitude when working with you?			
Do you receive assistance when you need it?			
Do you feel that you have improved your academic skills as planned within the Individual Service Strategy (ISS)?			
Have you learned the skills necessary to make you a valuable employee?			
Are you now better prepared to seek employment than when you started the program?			
Do you feel comfortable interviewing for employment?			
Have you learned effective problem solving methods to make sure you can maintain employment?			
Have you been made aware of the Non-Discrimination , Grievance Procedures (including Equal Opportunity) and Disabled Accessibility			

Did you complete a resume in the program? Yes or No, Why?

How often do you discuss your ISS - e.g goals, progress during the program, work experience sites, post training goals, etc. during participation with your instructor or case manager?

Has the program manager met with you to discuss barriers ( e.g – financial planning, substance abuse, transportation, computer skills).

Have you had any attendance issue? Yes or No, Why?

Are you on track to graduate with your class? Yes or No, Why?

How well did the content that was delivered match what you were promised when you started?

Did your instructor(s) know their subjects well and did they give clear explanations of the topics?

Would you recommend this class to your friends? Yes or No, Why?

Comments/Recommendations:

**Attachment D**

**Youth Participant Program Survey:**

Name: \_\_\_\_\_ Program: \_\_\_\_\_

Please respond based on your experiences within this program.	Agree	Disagree	Not Applicable
Does the Staff have a positive attitude when working with you?			
Do you receive assistance when you need it?			

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Do you feel that you have improved your academic skills as planned within the Individual Service Strategy (ISS)?			
Have you learned the skills necessary to make you a valuable employee?			
Are you now better prepared to seek employment than when you started the program?			
Do you feel comfortable interviewing for employment?			
Have you learned effective problem solving methods to make sure you can maintain employment?			
Have you been made aware of the Non-Discrimination , Grievance Procedures (including Equal Opportunity) and Disabled Accessibility			

Did you complete a resume in this program? Yes or No, Why?

Did you develop a plan for college or advanced training? Yes or No, Why?

Have you been offered Financial Literacy Training? Yes or No, Why?

How often do you discuss your ISS - e.g goals, progress during the program, work experience sites, post training goals, etc. during participation with your instructor or case manager?

How well did the content that was delivered match what you were promised when you started? Yes or No, Why?

Have you talked with instructors about how your training links to employment and the credentials you need to be successful? Yes or No, Why?

Has the program manager met with you to discuss barriers ( e.g – financial planning, substance abuse, transportation, computer skills)? Yes or No, Why?

Did your instructor(s) know their subjects well and did they give clear explanations of the topics? Yes or No, Why?

Have you had any attendance issue? Yes or No, Why?



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Are you on track to graduate with your class? Yes or No, Why?

Would you recommend this class to your friends? Yes or No, Why?

Comments/Recommendations:

**Attachment E**

**STATE OF DELAWARE  
DEPARTMENT OF LABOR  
DIVISION OF EMPLOYMENT AND TRAINING  
MONITORING REPORT**

DATE OF VISIT:

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CONTRACTOR:

CONTRACT #:

CONTRACTOR REPRESENTATIVE & TITLE:

FUNDING SOURCE & AMOUNT:

TOTAL: \$ \_\_\_\_\_ ( ) Adult: \$ \_\_\_\_\_ ( ) Performance: \$ \_\_\_\_\_

Funds spent/earned YTD:

TOTAL: \$ \_\_\_\_\_ ( ) Adult \$ \_\_\_\_\_ ( ) Performance \$ \_\_\_\_\_

Are there any budgeting issues that need to be addressed?

Is the staff listing (obtain from contractor) consistent with staff found in the budget in the contract?

Is a modification needed?

Adult Performance Reported as of:

Performance Measures	Goal or % of Exits	Current PPS Goal	Current PY Actuals
Enrollment			
OST Completion	80%		
Credential Attainment	75%		
Participation in Work Experience	Minimum 50%		
Day 1 Outcome	79%		
Employment Outcome Day One Wage (Minimum)	Adult - \$13.50		
Day 30 Outcome	75%		
Day 60 Outcome	72%		
Day 90 Outcome	70%		

1. Did you experience, or are you experiencing, any issues with recruitment, or eligibility determination?

2. Are you having any data entry issues with either Delaware JobLink (DJL) or complying with DET policies and procedures?

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3. Are you using the academic assessment procedure as stated in the RFP?
  
4. What is your attendance policy? What steps do you take if the student misses time?
  
5. Are you utilizing the ISS for to help the students stay on track?
  
6. Is computer training part of your curriculum?
  
7. How/When, do your students build resumes in DJL?
  
8. All Providers are to provide retention services, as necessary, including during the day and evening to meet performance measures for 6 months following exit of participants. What availability during nontraditional hours of operation do you provide?
  
9. Are your students on track for obtaining their Credential?
  
10. Are you offering Career Exploration and/or entrepreneurial skills training?      How?
  
11. What connections do you have with employers as it relates to your training and job placement?
  
12. Are you providing work based learning where participants have the opportunity to engage and learn from employers? This can include job shadowing, work experience/internship.

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13. Does your curriculum demonstrate the linkages between academic instruction and occupational training and provide effective connections to employers?
  
  
  
  
  
  
  
  
  
  
14. Do you have linkages with other Human Service Providers for Supportive Services and/or drug and alcohol counseling?
  
  
  
  
  
  
  
  
  
  
15. What is your most used Direct Benefit/Supportive Service item? Do you have a written incentive policy?  
(Obtain a copy)

Comments:

**Attachment F**

**STATE OF DELAWARE  
DEPARTMENT OF LABOR  
DIVISION OF EMPLOYMENT AND TRAINING  
EEO MONITORING REPORT**

CONTRACTOR:

CONTRACT #(s):

DATE OF REVIEW:

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SITE LOCATION MONITORED:

CONTRACTOR REPRESENTATIVE & TITLE:

MONITOR NAME:

1. Do you understand equal opportunity requirements are contractually binding and you will be held responsible for compliance? ( ) Yes ( ) No If no, explain:
  
2. Are the current Equal Opportunity posters prominently displayed? ( ) Yes ( ) No If no, explain:
  
3. Discuss how the following general contract provisions are enforced and if there is a written policy provided on the following:
  - Non-Discrimination
  
  - Grievance Procedures (including Equal Opportunity)
  
  - Disabled Accessibility
  
4. Are the proper Tag Line included on all publications? The taglines are:
  - Equal opportunity employer/program;
  - Auxiliary aids and services are available upon request to individuals with disabilities; and
  - Funded by Delaware Workforce Development Board and Department of Labor.

( ) Yes ( ) No If no, explain:

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5. Are all participants assigned to training on a non-discriminatory basis? ( ) Yes ( ) No If no, explain:
  
6. Is a record kept on eligible participants who were not selected for training and the reason for non-selection? ( ) Yes ( ) No If no, explain:
  
7. Do you have an orientation process for participants that provide information on the rules and regulations of the training site, EO rights, and all other applicable or appropriate services that are available through the service delivery area or other service providers? ( ) Yes ( ) No If no, explain:
  
8. Are your supervisors/instructors given orientation concerning EO rights and responsibilities? ( ) Yes ( ) No If no, explain:
  
9. Is there communications system to allow communications with the hearing impaired? ( ) Yes ( ) No If no, explain:
  
10. Do you have a Limited English staff person (such as a staff person who speaks Spanish fluently?) ( ) Yes ( ) No If no, explain: