

RESEA PY24 Monitoring

Primary Goal: Assess implementation of RESEA services through documentation, case management, and guideline adherence.

RESEA PY24 Monitoring Activities

Pre-Monitoring Questionnaire

- Sent to ES Managers.
- Gather preliminary info on program operations.

Coordinator Meeting with ES Managers

- Review questionnaire.

Observation of RESEA Appointments

- Observe one virtual appointment per local area.
- Evaluate service quality and protocol adherence.

File Reviews

- Review files of 10 random RESEA participants and the file of the one observation conducted.
- Check for errors in data entry and form completion.
- Verify compliance and identify improvement opportunities.



Areas of Concern – Data Entry



1: Inaccurate Documentation of Reminder Call

Description: RESEA staff did not document the reminder call on the day of the call and/or insufficient information was documented.

Bergen: 7/11 Files



2: Improper Recording of Activities in AOSOS

Description: RESEA staff did not properly record activities.

Bergen: 3/11 Files



3: Missing or Not Updated Program/PA Date

Description: Program/PA date was missing or not updated.

Bergen: 5/11 Files



4: Required RESEA Forms Not Uploaded

Description: Required RESEA forms were not uploaded into AOSOS.

Bergen: 1/11 Files



5: Inadequate Comments in AOSOS

Description: Comments in AOSOS did not summarize the RESEA appointment.

Berge: 3/11 Files

Areas of Concern – Required Forms



6: Missing required RESEA forms.

Description: Required RESEA forms (UI eligibility or work search) were not submitted.

Bergen: 3/11 Files



7: Inadequate Documentation on the IEP

Description: Staff did not summarize the appointment or provide details of the services provided to the participant.

Bergen: 9/11 Files

Observations (One-on-One)



8: UI Eligibility and Work Search Record Forms Not Reviewed

Description: RESEA staff did not review the UI Eligibility form and/or Work Search Record form with the participant during the appointment.

Bergen: N/A



9: Employment Barriers Not Addressed

Description: Participant revealed employment barriers but staff did not provide referrals or services to resolve the barriers.

Bergen: N/A



10: Improper Referral to Unemployment

Description: Improper referral to unemployment due to a possible eligibility issue.

Bergen: N/A

Next Steps

It is imperative that we shift our focus to addressing the areas of concern identified during PY24. Ignoring these issues can lead to significant findings in the next cycle, which could impact overall performance and compliance. Therefore, we urge the local office to take proactive steps to tackle these concerns head-on.

- **Technical Assistance Session:** To support this effort, the RESEA Team will be conducting a comprehensive technical assistance session in the 1st Quarter of 2026. This session will cover all identified areas of concern across the board, providing you with the necessary guidance and resources to ensure compliance and improvement.



PY24/FY25 WIOA Title I and RESEA Consolidated Compliance Monitoring

Exit Interview – **Bergen LWDA**

November 10, 2025

Program Monitor: Pat Shump

WIOA Program Oversight and Development (WIOAPOD)

New Jersey Department of Labor and Workforce Development (NJDOLE)

Meeting Agenda

Introductions

WIOAPOD Monitoring System Overview, Tracking System

PY24 Review Process: Desk Review, Reconciliation Sheet, Onsite

Findings and Areas of Concern

Monitoring Next Steps

Questions



How Did We Get Here?

Overview of WIOAPOD Monitoring and Compliance System

- **PY18** and **PY19** Monitoring: Gathering of local area data that was then used to create resources.
- Final Monitoring Reports included technical assistance resources such as relevant links to ETA Workforce GPS, Federal Case Studies, and AOSOS Trainings PPT links.
- [Workforce Innovation & Opportunity Act – YouTube](#)
 - January 2022 Statewide Training Session [Statewide Training Session 1 Recording \[Unedited\] – YouTube](#): Training provides an overview of service delivery and data entry expectations, service delivery instructions, service delivery and AOSOS Walk-through.
- NJDOL Learning Management System (LMS) through myNewJersey site: Learning platform for onboarding new staff and ongoing professional development.
 - Courses include:
 - NJDOL WIOA Service Delivery 101: Assessment and Plan Development
 - NJDOL WIOA Targeted Topics: Youth Program Elements
 - NJDOL Work-Based Learning 101: Overview
 - NJDOL Work-Based Learning 102: Candidate and Employer Process
 - AOSOS/Next Gen Instructional videos providing overviews of all AOSOS tabs/key features.
- AOSOS Technical Assistance Guide [AOSOS Technical guide for title i service delivery](#) for NJDOL ES and WIOA Title I staff that provides a comprehensive overview of how to enter various elements of WIOA Title I Service Delivery into AOSOS to serve as a **system of record and case management tool**. Released in 2021.
- AOSOS Data Entry Frequently Asked Questions (FAQs) [AOSOSDataEntryFAQs.pdf](#)
- WIOAPOD Ongoing Technical Assistance Trainings and Targeted Review Sessions.

WIOAPOD Monitoring System Overview- Continued



PY21: Emphasis on system building: Governance/Procurement.



PY22: Operational Transparency (LWDA Agreements), Setting Policy (Local Policies), LWDB Activities (Board Monitoring and Oversight) and One Stop/Youth Service Provider Processes (Procurement). **All Findings Resolved.**



PY23: Operations: Annual Onsite Review (Required Signage/Posters, Partner/Program Accessibility, Physical Accessibility for ADA Compliance), Assessment of Local Service Provision to WIOA Title I Participants. No Findings Issued, only Observations and Recommendations for Improvement.



PY24: 2 Monitoring Cycles: Policy Review and Annual Onsite/Service Provision Review



PY25: 3 Monitoring Cycles: Procurement, Governance, Operations (Annual Onsite/Service Provision) *

PY 24 Monitoring Process

American Job Center (AJC) Onsite Review

- Assessing Signage, Required Posters
- Physical Accessibility for ADA Compliance
- Intake Area and Partner/Service Availability

Desk Review

- Random Sampling of WIOA Title I Participant Files
- Comprehensive Evaluation of Program Implementation to Ensure **Compliance** with Federal and State regulations.
- Reconciliation Sheet- New Tool

WIOAPOD Monitoring Tracking System

- USDOL Required

- Report Status Oversight

- Ongoing Technical Assistance

Findings and Areas of Concern- Overview

TOTAL:

- Onsite Issues/AJC Review
- Compliance Findings: 10
- Areas of Concern: 7

AJC Onsite Review

- Required Signage and Posters
- Accessibility
 - American Job Center (AJC)
 - Individuals with Disabilities: Building Access, ADA Compliant Workstation
- Partner Access as defined in [Microsoft Word - NJWIN 13-16\(Required One-Stop Partners\).docx](#)

Findings

1. Participants are not provided with the Equal Employment Opportunity Form or the Grievance Procedure Forms. (9 of 30 files)
2. Participants did not meet the Selective Service Registration requirements. (4 of 30 files)
3. There is no evidence of compliance with the required WIOA eligibility determination for the Adult, Dislocated Worker, or Youth programs. (6 of 30 files – All Dislocated Worker)
4. Participants are not provided with required assessments for academic, career readiness, or supportive service needs. (30 of 30 files)
5. Adult and Dislocated Worker Participants are not provided with an adequate or complete Individual Employment Plan (IEP). (20 of 20 files)

Findings- Continued

6. Youth program participants are not provided with an adequate or complete Individual Service Strategy (ISS). (10 of 10 files)
7. Participant files contain multiple compliance deficiencies, including data entry issues. (30 of 30 files)
8. Inadequate documentation of the interview, evaluation, or assessment process used to determine eligibility for career and/or training services, including insufficient justification for training and verification of Pell or other grant eligibility. (30 of 30 files)
9. Participant files do not document outcomes, as required by federal and state guidelines. (26 of 30 files)
10. No evidence of the provision of follow-up services. (30 of 30 files)

Areas of Concern

1. Participants who test as Basic Skills Deficient (BSD) are not provided with the required remediation services. (11 of 30 files)
2. Individual Training Accounts (ITAs) are the only form of career services being provided. (30 of 30 files)
3. Participants are not receiving the necessary services during and after training. (30 of 30 files)
4. Youth program participants are not provided with individualized program elements that align with their assessments and WIOA guidelines. (10 of 10 files)
5. Youth program participants are not provided with work experiences. (10 of 10 files)
6. Youth program participants are not provided with additional services after obtaining their High School Equivalency (HSE). (10 of 10 files)
7. Follow Up Attempt Activity funded as a Service (1 of 30 files)

Next Steps

Exit Interview PPT will be shared with Local Area

Review Period: Additional Information Submitted by Local Area.

Final Reports- January 2026

Local Area Response Due: March 7, 2026

Formal Check-in Points: April, July

What's Next?

2025 Monitoring Cycles

PY24 Procurement Process

- January
- Review of RFP and Sub-recipient Contracts

PY25 Governance

- May
- Sub-recipient monitoring, Policies, Website Review, Required Agreements

PY25 Consolidated Title I, Title III, RESEA

- September
- On-site Review, Required Signage, Partner Access

Questions ?





Equus Workforce Solutions
November 13, 2025

To:

Tammy Molinelli, Bergen County Workforce Development Board Executive Director
Claudia Cubias, Bergen County Contract Compliance Representative

Re: One Stop Operator Q1 Monitoring

To whom it may concern,

Following the recent monitoring review of the One Stop Operator contract, several areas were identified as requiring corrective action to ensure full compliance with WIOA, state, and local requirements. Areas noted during the monitoring include system coordination, service delivery, compliance and documentation, fiscal and reporting obligations.

In response, we have developed a corrective action plan that outlines:

- Specific actions to address each compliance issue;
- Responsible parties for implementation;
- Performance metrics to measure progress;
- Target completion dates; and
- Current status updates for transparency and accountability.

Additionally, the plan includes a timeline for identifying and hiring a new One-Stop Operator to ensure contract compliance and continuity of services.

We respectfully request your review and approval of the attached Corrective Action Plan. Upon approval, we will initiate immediate implementation and provide bi-weekly progress updates to the local board.

Please let us know if you require any additional documentation or if you would like to schedule time to discuss further in detail.

Thank you for your continued partnership.

Sincerely,

Jeramey Harrison
Director, Quality and Training
Email: Jeramey.Harrison@EquusWorks.com

Bergen County 30-60-90 Day Plan

30 – Day Plan				
Milestone	Deliverable	Responsible Staff	Target Date	Verification Method
Post requisition and begin interviews for new OSO	Job posting live, interviews scheduled	Jeramey Harrison	11/24/2025	Requisition confirmation and interview schedule
Schedule weekly WDB meetings	Communication, tracking updates	Matt McNally	12/1/2025	Calendar invite logs
Implement intake & triage system	Intake workflow operational	Matt McNally	12/31/2025	System test and screenshots
Develop tracking tools for foot traffic & complaints	Tracking templates finalized	Matt McNally	12/31/2025	Document review
Begin monthly reporting to LWDB	First report submitted	Matt McNally	12/31/2025	Copy of report
Schedule monthly & quarterly partner meetings	Meeting calendar shared	Matt McNally	12/31/2025	Calendar invite logs
Legacy in Action customer experience training	Training session completed	Matt McNally	12/31/2025	Attendance sheet & training materials
60 – Day Plan				
Milestone	Deliverable	Responsible Staff	Target Date	Verification Method
Implement referral tool	Referral system live	Matt McNally	1/31/2026	System demo
Map customer flow for in-person & virtual services	Customer flow chart	Matt McNally	1/31/2026	Document review
Conduct monthly ADA & EO reviews	First compliance review report	Matt McNally	1/31/2026	Review logs
Staff training on WIOA 188 & accessibility	Training completed	Matt McNally	1/31/2026	Attendance records
Training on LMI, industry priorities, employer engagement	Training completed	Matt McNally	1/31/2026	Training materials
90 – Day Plan				
Milestone	Deliverable	Responsible Staff	Target Date	Verification Method
Review MOU & IFA for compliance	Compliance checklist completed	Matt McNally	2/01/2026	Signed checklist
Develop co-enrollment promotion plan	Written plan shared with partners	Matt McNally	2/01/2026	Document review
Employer engagement plan implemented	Employer outreach log	Matt McNally	2/28/2026	Engagement reports
Accessibility improvement plan finalized	Written plan approved	Matt McNally	3/01/2026	Document review
Manage MOU & IFA contributions	Updated cost-share documentation	Matt McNally	3/31/2026	Signed agreements



Equus Workforce Solution Bergen Detailed Corrective Action Plan
 Project: Bergen County OSO
 Date: November 24, 2025

Recruiting and Hiring of new One Stop Operator			
Addressed Concern	Hiring replacement One Stop Operator		
Action to be Taken	Post requisition for the new One Stop Operator Interview top candidates Select, hire and onboard new One-Stop Operator		
Responsible Party:	Equus Director, Quality and Training		
Performance Metric	Hire One Stop Operator		Contact: Jeramey.harrison@equusworks.com
Due Date	12-15-2025	Status Update	Requisition posted 11/10/2025 Sourcing through Talent Acquisition Interviews scheduled for 11/24/2025
System Coordination & Integration			
Addressed Concern	Partner meetings not documented; MOU and IFA compliance		
Action to be Taken	Reengage with Bergen County core and required partners		Target Date: 12/31/2025
	Institute monthly and quarterly meetings		Target Date: 12/31/2025
	Review MOU and IFA to ensure compliance and cost share is met		Target Date: 2/1/2026
	Develop and implement co-enrollment promotion plan across titled partners		Target Date:1/31/2025
	Build communication practice across partners for information sharing		Target Date: 12/31/2025
	Build engagement with employer base to support program customer employment, LMI, industry and sector awareness, and initiatives to meet community demand.		Target Date: 2/1/2026
Responsible Party:	Operational Excellence Team Member		Matt McNally: matthew.mcnally@equusworks.com
Performance Metric	Documentation log of partner engagement Schedule of monthly and quarterly meetings Co-enrollment strategy and plan Employer engagement plan Partner communication plan		
Due Date	2/1/2026	Status Update	

Service Delivery and Customer Experience			
Addressed Concern	Service delivery lacks coordination and access of programs and services to customers		
Action to be Taken	Implement intake and triage system	Target Date: 12/31/2025	
	Implement referral tool to support customer referrals	Target Date: 1/31/2026	
	Develop tracking tools using intake and triage systems to support reporting of foot traffic, accessed programs and services, and resource gaps	Target Date: 12/31/2025	
	Review and map out customer flow to ensure services are provided in-person and virtually during operating hours	Target Date: 1/31/2026	
	Develop tracking and reporting tools to log and address complaints and grievances	Target Date: 12/31/2025	
	Implement customer surveys to capture customer experience and use data for improvement	Target Date: 12/31/2025	
Responsible Party:	Operational Excellence Team Member	Matt McNally: matthew.mcnally@equusworks.com	
Performance Metric	Intake and triage system and tracking tool Customer referral tool Grievance and complaint policy and log Customer satisfaction survey		
Due Date	1/31/2026	Status Update	
Compliance and Quality Assurance			
Addressed Concern	MOU and ADA/Accessibility noncompliance		
Action to be Taken	Evaluate and develop an improvement plan to implement accessibility requirements for the AJC and program services	Target Date: 3/1/2026	
	Conduct monthly ADA and EO reviews	Target Date: 1/31/2026	
	Ensure program activities and services are provided under the NJDOL, WIOA, and local policy requirements	Target Date: 1/31/2026	
	Manage MOU and IFA to ensure service provision requirements by partner and contributions	Target Date: 3/31/2026	
Responsible Party:	Operational Excellence Team Member	Matt McNally: matthew.mcnally@equusworks.com	

Performance Metric	Improvement plan addressing accessibility requirements for facilities and programs/services Monthly ADA/EO evaluation Policy and MOU/IFA compliance verified and reported		
Due Date	3/31/2026	Status Update	
Operator and Fiscal Reporting and Deliverables			
Addressed Concern	No monthly or quarterly report submissions Funder engagement		
Action to be Taken	Collaborate with center partners to obtain program and performance data for reporting	Target Date:12/31/2025	
	Develop and submit monthly reports to LWDB to include center and performance data, center and system activities, opportunities, success stories, and fiscal invoices and updates	Target Date:12/31/2025	
	Develop and submit quarterly reports to LWDB include culmination center and performance data, center and system activities, opportunities, success stories, and fiscal invoices and updates	Target Date:12/31/2025	
	Maintain resource and attendance documentation and logs of all partner meetings and training sessions for documentation and reporting needs	Target Date: 12/31/2025	
	Log and track center technology and IT ticket tracking	Target Date:12/31/2025	
		Meet with the funder weekly	Target Date: 12/5/2025
Responsible Party:	Operational Excellence Team Member	Matt McNally: matthew.mcnally@equusworks.com	
Performance Metric	Collection of partner program performance submitted Monthly and quarterly report submitted Documentation logs to demonstrate communication, meeting attendance, training sessions IT inventory log		
Due Date	12/31/2025	Status Update	Monthly updates submitted with corrective action plan on 11/14/2025

Staff Training and Development			
Addressed Concern	No staff training has taken place		
Action to be Taken	Develop a professional development and training plan to ensure staff are trained in compliance, services, technology, and facility requirements	Target Date: 1/31/2026	
	Coordinate training for staff on accessibility and WIOA 188 non-discrimination requirements	Target Date: 1/31/2026	
	Coordinate Legacy in Action customer experience training	Target Date: 12/31/2025	
	Coordinate training for LMI, Industry and Sector priorities, and Employer Engagement to the AJC	Target Date: 1/31/2026	
Responsible Party:	Operational Excellence Team Member	Matt McNally: matthew.mcnally@equusworks.com	
Performance Metric	Staff training and development plan developed Legacy in Action training facilitated Facilitated training for service functions and needs on program, policy, employer and labor		
Due Date	1/31/2026	Status Update	
Conflict of Interest			
Addressed Concern	Ensure Equus has a firewall in place to avoid COI		
Action to be Taken	Provide the LWDB with Equus' firewall and conflict of interest policy		
Responsible Party:	Equus, Director Quality and Training	Jeramey Harrison: Jeramey.Harrison@equusworks.com	
Performance Metric	Submission of Equus firewall and COI policy		
Due Date	12/31/2025	Status Update	Sent 11/14/2025

MONTHLY Performance Measures - October 2025

Workforce Innovation & Opportunity Act (WIOA) Training Grant	New Enrollees	New OJT Enrollees	Completed Training (MSG)	Achieved Credential	Achieved Employment (Training related)	Achieved Employment (Non-Training)		
Dislocated Worker			9	9	1			
Title I (Adult)			3	3	2			
Youth								
IWT								
Total WIOA Training Grants	0	0	12	12	3	0		
WIOA Youth (Greater Bergen Community Action)	New Clients	Received GED	Entered Post Secondary	Achieved Employment	NJCAN	Carry -Over Students		
Out-of-School Youth	11	5	19	5	11			
Workforce Learning Link (WLL) Grant	New Clients	Completed Training (this month)	(ESL) Achieved Employment	CASAS test	retests CASAS (Tutor for CASAS)	Exited Students	Carry-Over Students	
Soft Skills (Conover)	47	18		5	5		18	
Basic Skills Training (Aztec)	0	0		0	0		0	
Occupational ESL								
CASAS (Pre & Post test)	51			51	11			
Metrix Learning (Skill Up)	24	0		10	10		17	
Total Workforce Learning Link	122	18	0	66	26	0	35	
Work First New Jersey (WFNJ)	Referred/Referrals	Attended IP Orientation/ or Showed Up	To-Work Activities/NJCAN	Sent To CWEP/ or Active Clients	Exited Program	Completed Program	Achieved Employment	WRIC Active Clients
Temporary Assistance to Needy Families (TANF)	31	9	9	0	0	0	3	
General Assistance/SNAP Program	233	74	32	0	2	0	1	
Bergen Job Center Activities	Service Sessions							
Front Desk Customers	398							
WIOA Training Services Referrals	168							
Customers seen by Counselors	56							
In-Person Information Session/Orientation	138							
Career Workshops	9							
Total Bergen Job Center Activities	769							
Bergen Business Activities	Client Engagement & or Follow-up	Job Referrals/Staff Assisted Employmnt	Employer Engagements	Employers Contacted	New Job Orders	Rapid Response Sessions	Rapid Response Services	DOL OJT
Business Resource Center (BCJC/BR)								
Employer Postings (DOL/BSR)			6	6	5	2		
Total Business Activities	0	0	6	6	5	2	0	0
Bergen County Job Center Partners	New Clients	ES Service Requests (VSC)	ES Virtual/Call Appointments	ES In-Person & Walk-Ins	DH WIOA Training	WIOA Training Completed	DH All Clients Workshops	Achieved Employment
Hackensack One-Stop Career Center (State) ES Activities		657	462	1,098				
Displaced Homemaker Program	10				0	0	3	13
Division of Vocational Rehabilitation Services	40							13



Performance Summary cards

	Employment Q2	Median Earnings	Employment Q4	Credential	Measurable Skill Gains
Adult	74.93% Actual 52.00% 13 / 25 Goal 69.40%	129.16% Actual \$10,495.40 Cohort 13 Goal \$8,126.00	81.85% Actual 52.38% 11 / 21 Goal 64.00%	53.69% Actual 40.00% 8 / 20 Goal 74.50%	50.71% Actual 34.48% 10 / 29 Goal 68.00%
Dislocated Workers	91.19% Actual 59.18% 29 / 49 Goal 64.90%	77.71% Actual \$7,226.92 Cohort 29 Goal \$9,300.00	97.76% Actual 68.33% 41 / 60 Goal 69.90%	39.95% Actual 32.76% 19 / 58 Goal 82.00%	51.42% Actual 36.51% 23 / 63 Goal 71.00%
Youth	85.47% Actual 50.00% 32 / 64 Goal 58.50%	112.23% Actual \$4,704.56 Cohort 23 Goal \$4,192.00	113.20% Actual 75.28% 67 / 89 Goal 66.50%	47.12% Actual 25.30% 21 / 83 Goal 53.70%	2.03% Actual 1.39% 2 / 144 Goal 68.50%
Wagner- Peyser	93.23% Actual 50.34% 588 / 1168 Goal 54.00%	117.06% Actual \$9,247.72 Cohort 588 Goal \$7,900.00	94.87% Actual 56.92% 621 / 1091 Goal 60.00%		
ⓘ All	49.87% Actual 596 / 1195	\$9,000.23 Actual Cohort 596	58.42% Actual 666 / 1140	28.66% Actual 47 / 164	14.96% Actual 35 / 234

Legend (1% .. 90%) (90% .. 100%) (>= 100%) (missing)

NOTES:

Employment Q2 + Median Earnings (July-September 2024)

Employment Q4 + Credential (January - March 2024)

Measurable Skill Gains (Real-time)

<https://futureworksystems.com/fws-academy/WIOA-Performance-Indicators>