ATTACHMENT C
Sample Notification Letter

Date

Career Center Director
Career Center Name
Address
City/Town, Zip

RE: One-Stop Career Center Name
Local Workforce Development Board Quality Assurance Program Review

Dear Career Center Director:

Please be advised that the Local Workforce Board will be conducting an on-site review of the One-Stop Career Center Area from insert date. In accordance with applicable State and Federal laws, the review will cover Adult, Dislocated Worker, Youth, Veterans, Re-Employment Services (RES)/Re-Employment and Eligibility Assessment (RESEA), Migrant Seasonal Farm Worker (MSFW), Wagner-Peyser, Trade, and will include the following:

- Program Systems Compliance Review
  - Eligibility
  - Complaint
  - Equal Opportunity (EO)
  - American Disability Act (ADA)
  - Career Planning
  - MOSES/MIS
  - Follow-up

Required documentation:

1. The Local Workforce Board may create a program questionnaire to send to the One-Stop Career Center to complete and return to the Local Workforce Development Board prior to the Review.

2. Selected samples for file review are WIOA Title I Adult, Dislocated Worker, Youth, Trade, Veterans, and if applicable, MSFW customers. A list is attached for your attention. A RESEA sample will be looked at during the review either from the existing customer files or from a crystal report. Please gather the customer folders. All folders must be available on the first day of the review.

3. Any changes to the Program Standard Operating Procedures and any revised Policies must be submitted to the Local Workforce Development Board.
4. The Entrance Meeting will be conducted via, phone conference call or in person on (insert date) before the scheduled start of an area’s review unless otherwise noted. The conference call will be held at (insert time) on (insert date). The appropriate staff will need to meet or call insert phone number. Insert instructions for phone conference. Please have the appropriate staff available for this meeting and notify them with the telephone number and meeting schedule.

5. It is encouraged that Local Workforce Board Monitors provide One-Stop Career Center Directors/Managers with a list of managers/staff that will be interviewed during the review. One-Stop Career Center Directors/Managers are encourage to inform the listed staff to schedule appropriately for the review.

6. The length of the review will be no (insert length of time of the review). A more detailed process will be discussed during the entrance conference call/meeting.

7. Prior to the conclusion of the on-site review, arrangements will be made to schedule an Exit Meeting to discuss any questions and concerns with your staff. The Exit meeting will either be done at a designated time directly following the review by conference call or meeting. Final results of the review will be communicated in writing.

NOTE: Please have all requested documentation available on the first day of the scheduled review. If you have any questions, please contact (insert LOCAL BOARD phone number).

Thank you in advance for your cooperation.

Sincerely,

Local Workforce Development Board Monitor Name
Local Workforce Development Board