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**Workforce Investment Act  
State Compliance Policies**

**SECTION: 5.7**

**Oversight and Monitoring  
and Technical Assistance**

**January 2008**

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**I. Authority:**

The Governor, through the lead state agency, the Department of Employment, Training and Rehabilitation (DETR), is responsible for the development of the state monitoring system. The state monitoring plan must ensure the system meets the requirements of §667.410(b)(2) and Section II. below.

**II. State Role And Responsibilities [§667.410(b)]:**

A. The state monitoring system must:

1. Provide for annual on-site monitoring of the local areas to ensure compliance with U.S. Department of Labor uniform administrative requirements, as required by WIA section 184(a)(4). This must include the appropriate administrative requirements for subrecipients and the applicable cost principles indicated at §667.200 for all entities receiving WIA Title I funds;
2. Ensure that established policies to achieve program quality and outcomes meet the objectives of the Act and its regulations, including the provision of services by One-Stop centers, eligible providers of training services, and eligible providers of youth activities;
3. Enable the state to determine if subrecipients and contractors have demonstrated compliance with WIA requirements; and
4. Enable the Governor to ensure compliance with nondiscrimination and equal opportunity requirements of WIA section 188 and CFR part 37. Requirements of these aspects of the monitoring system are set forth in 29 CFR 37.54(d)(2)(ii) [§667.410(b)(2)(v)].

B. DETR shall require that prompt corrective action is taken if any substantial violation of standards as identified in §667.410(b)(2) or (3) of this policy [WIA section 184(a)(5)].

C. In the event of a subrecipient's failure to take required corrective action required under Section II. B. above, DETR may impose the sanctions provided in WIA sections 184(b) and (c) or in WIA State Compliance Policy 5.6.

D. DETR may issue additional requirements and instructions to subrecipients

on monitoring activities.

- E. DETR will provide technical assistance as necessary and appropriate [§667.410 (a)(3)].
- F. If the Secretary finds that the Governor has failed to monitor and certify compliance of local areas with the administrative requirements under WIA Section 184(a), or that the Governor has failed to promptly take the actions required upon a determination under §667.710(a) that a local area is not in compliance with the uniform administrative requirements, the Secretary will require the Governor to take corrective actions against the state recipient or the local area, as appropriate to ensure prompt compliance [§667.710(c)].

**III. Role And Responsibilities Of Local Workforce Investment Boards (LWIBs) [§667.410(a)(3)]:**

- A. As the subrecipient of WIA funds, the LWIB must conduct regular oversight and monitoring of its WIA activities and those of its subrecipients and contractors in order to:
  - 1. Ensure that expenditures have been made against the correct cost categories and within the cost limitations specified in the Act and these regulations;
  - 2. Ensure there is compliance with other provisions of the Act and regulations and other applicable laws and regulations; and
  - 3. Provide technical assistance as necessary and appropriate.

**IV. Technical Assistance:** The Department of Employment, Training and Rehabilitation (DETR) is setting forth the following protocol to ensure that information provided through technical assistance is timely and accurate. The sequence of contact and to whom the contact is made is critical.

- A. The Workforce Investment Support Services (WISS) unit of the Employment Security Division has responsibility for providing technical assistance and training for the local workforce investment boards, board staff, and their service providers, as requested.
- B. Training providers contracted by a Local Workforce Investment Board (LWIB) are to directly contact their LWIB for technical assistance.
- C. Local Workforce Investment Boards will contact the DETR/ESD/WISS. Please see Section V. Single Point of Contact below.
- D. When appropriate, the DETR/ESD/WISS will be the direct contact to the Department of Labor (DOL) via a written request detailing the technical

assistance request. A copy of the original request and subsequent follow-up, as well as the written response from DOL, will be forwarded to the LWIB(s) by WISS.

**V. WIA Single Point of Contact:**

- A. In June 2006, the WIA Single Point of Contact was established to ensure consistent reliable information and customer service is provided to the LWIBs, including requests for technical assistance and training.
- B. The single point of contact, or portal, has been established through the use of a specific email address – [DETRWIA@nvdetr.org](mailto:DETRWIA@nvdetr.org). This email address is not for public use and should only be utilized by LWIB staff to communicate with DETR.
- C. WISS Systems and Reporting Team is responsible for forwarding the email to the appropriate DETR staff member for response. Responses are to be provided to the LWIBs within 24 hours. The WISS Systems and Reporting Supervisor must be notified if the response cannot be made within 24 hours and a timeframe established for the response. The responses will be sent to the requesting party as well as to all pertinent DETR staff.
- D. WISS will maintain an email tracking system to ensure all emails receive a response and will retain copies of LWIB emails and responses for two years.

**VI. Nevada Department of Employment, Training and Rehabilitation Official Website:**

- A. This website can be accessed at [http://nvdetr.org/workforce\\_investment\\_pages/WIA\\_Policies.htm](http://nvdetr.org/workforce_investment_pages/WIA_Policies.htm).
- B. This site contains information on a variety of topics including: WIA State Compliance Policies, eligible training providers, state plans and other related topics.

**VII. U.S. Department of Labor Employment and Training Administration Website:**

- A. This website can be accessed at [www.doleta.gov](http://www.doleta.gov).
- B. This site provides information on many topics related to the workforce system including: laws/regulations, advisories (TEGLs/TENs), performance information, and common measures.