**Pre-Monitoring Questionnaire**

**Wagner-Peyser**

Please read each of the questions carefully, respond appropriately to each of the following categories in the space provided, and return this fully completed questionnaire with the additional documents requested in advance of the onsite monitoring visit.

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| --- | --- | --- | --- | --- | --- |
| **Contact Information** | | | | | |
| **Point of contact(s) coordinating monitoring visit for Wagner-Peyser:**  Name: Click here to enter text.  Name: Click here to enter text.  **Staff serving primarily in Wagner-Peyser (Job Seeker and Employer Services):**  Name: Click here to enter text.  Name: Click here to enter text.  Name: Click here to enter text.  Name: Click here to enter text.  Name: Click here to enter text.  Name: Click here to enter text.  Name: Click here to enter text.  Name: Click here to enter text.  Name: Click here to enter text.  Name: Click here to enter text.  Name: Click here to enter text.  Name: Click here to enter text. | | | | | |
| **Administrative** | | | | | |
|  | | Yes | No | NA | Explanation |
| 1 | Was the Annual Self-Appraisal Completed? |  |  |  | Click here to enter text. |
| 2 | Were planned activities identified? If so, please identify the activities. |  |  |  | Click here to enter text. |
| 3 | Are the activities on track to be completed? |  |  |  | Click here to enter text. |
| 4 | What is the local office/area process for customer complaints for Wagner-Peyser? | Click here to enter text. | | | |
| 5 | Where are complaints submitted? Is there a central log for the area? Do you currently submit the logs to the State Monitor Advocate? | Click here to enter text. | | | |
| 6 | Who is your local area Complaint Coordinator? | Click here to enter text. | | | |
| 7 | What formal training have staff received regarding the identification of Migrant and Seasonal Farm Workers? | Click here to enter text. | | | |
| 8 | Are there any outreach activities happening in your area that target MSFWs? | Click here to enter text. | | | |
| 9 | Is your office submitting a monthly outreach report to the Wagner-Peyser Operations Team or State Monitor Advocate? | Click here to enter text. | | | |
| **Eligibility and Registration Job Seeker** | | | | | |
| 10 | Have staff been trained to utilize the process to create an ETO account, if necessary, as described in WIN 0120? Are staff utilizing this process? If so, when? | Click here to enter text. | | | |
| 11 | Is there someone locally running the “Staff-Created Participants” Report monthly to help manage created ETO accounts? | Click here to enter text. | | | |
| 12 | What are the local expectations and process for reviewing/updating a customer’s WSWA profile and/or ETO demographics when receiving a staff-assisted service? |  | | | |
| 13 | Describe the current customer flow process for a customer that comes into the office from initial screening to a staff-assisted service if needed. | Click here to enter text. | | | |
| 14 | Describe your local process to ensure data reported in the state MIS system is thoroughly completed, valid, and reliable based on ESD Policy 1003-Data Element Validation (Rev 2). | Click here to enter text. | | | |
| **Priority of Service** | | | | | |
| 15 | What are the local processes to assist staff in identifying Veterans and Eligible Spouses to screen for Priority of Service? | Click here to enter text. | | | |
| **Labor Exchange Services** | | | | | |
| 16 | How are staff trained on taking touchpoints and the definitions that are in the WorkSource Services Catalog? | Click here to enter text. | | | |
| **Unemployment Claimant Services** | | | | | |
| 17 | What is your office process for informing UI customers about WorkSource services that are available? | Click here to enter text. | | | |
| 18 | How are staff trained on submitting a Reports of Potential Issue to the UI Claims Center? | Click here to enter text. | | | |
| 19 | If staff identify an RPI, what is your expectation for their first step/process? |  | | | |
| **Employer/Business Services** | | | | | |
| 20 | Do you currently have any business services that are being charged to Wagner-Peyser? If so, please describe. | Click here to enter text. | | | |
| **Miscellaneous** | | | | | |
| 21 | Please share any best practices you would want to share that are happening in your office related to Wagner-Peyser/labor exchange services. | Click here to enter text. | | | |
| 22 | After reviewing the Wagner-Peyser monitoring questionnaire and tools, are there any areas that you would like additional training and/or guidance around? | Click here to enter text. | | | |
| 23 | Please attach to return email any desk aids/guidance documents that you utilize for staff training for front-end services. | Click here to enter text. | | | |