

Participant File Monitoring Guidance – Good Jobs Challenge

Purpose and Background

As the System Lead Entity, Philadelphia Works, Inc., (PhilaWorks) is responsible for overseeing grant management, ensuring performance metrics are met, providing operational capacity to deliver effective implementation of activities, and monitoring and compliance, all in accordance with the Special Award Conditions (SACs) of the Good Jobs Challenge grant. The purpose of monitoring participant files is to ensure that all information and data provided to PhilaWorks is true, accurate, and fully documented.

File monitoring is a mandatory process required of all Good Jobs Challenge subawardees and providers.

What This Means for You

On an annual basis, PhilaWorks will request that each Good Jobs Challenge grantee submits participant files electronically for monitoring purposes. Due to the difference in program size across grantees, a percentage of total participant files (generally 10%) will be requested.

Each grantee should designate a point of contact to manage this process and be included in communications regarding monitoring results, reconciliation, and finalization of monitoring reports.

Process overview

1. PhilaWorks will generate a random list that includes roughly 10% of enrolled participants from each grantee. This list will include non-completions, active participants, and successful completions.
2. PhilaWorks will share the participant list with grantee's point of contact, as well as specific instructions for accessing and using the PhilaWorks Secure Vault. A specific timeline will also be shared to ensure the grantee has adequate time to return the records being requested.
3. Each grantee will be required to submit electronic/digital versions of participant files to their organization's folder in an encrypted FTP server by the date indicated.
4. PhilaWorks will complete monitoring within a timeframe of 2 weeks and will produce a report detailing findings.
6. Grantees will have 2 weeks to reconcile any found issues and return fixed participant files to PhilaWorks using the Secure Vault.
7. PhilaWorks approves reconciled records and provides a document indicating that the grantee completed annual monitoring.

Participant File Requirements

Each participant file must include documentation that satisfies the following requirements:

- Proof of personhood
- Proof of PA residency
- Proof of age

Documents that satisfy proof of personhood:	<ul style="list-style-type: none"> - Birth certificate (digital facsimile is adequate) - Unexpired driver's license or state-issued photo ID - Social Security Card
Documents that satisfy proof of PA residency:	<ul style="list-style-type: none"> - Unexpired driver's license or state-issued photo ID - Utility bill or official mail addressed to participant - Letter from gov't agency (WIC/MA/SNAP, Head Start/EHS, PHA, etc.)
Documents that satisfy proof of age:	<ul style="list-style-type: none"> - Birth certificate (digital facsimile is adequate) - Unexpired driver's license or state-issued photo ID

Each participant file must also include relevant documentation germane to the participant's experience in the training program and subsequent employment placement.

Program application signed and dated by staff and participant	<p>May include:</p> <ul style="list-style-type: none"> - Release of information, - Grievance procedures, - Other policy documentation, etc.
Case notes that account for each step of participant's journey	<p>Notes should contain relevant information about earned certifications or skills gained during training.</p> <ul style="list-style-type: none"> - One note at enrollment, - One note at training completion, - One note at employment placement - One note at 6-month interval after program completion
Employment documentation (if applicable)	<p>May include:</p> <ul style="list-style-type: none"> - Signed contract and/or job description - First paystub or salary offer from employer of record with date - Email confirmation or other correspondence from employer of record - Copy of I-9

Accessing the PhilaWorks Secure Vault

After each subawardee and provider is awarded and onboarded to the Good Jobs Challenge, an access link will be emailed to the chosen point of contact. This employee will manage all file submissions, including receipt of reconciliation documents from PhilaWorks.

The Secure Vault is a secure, encrypted FTP server managed by PhilaWorks to safely transmit participant data while maintaining maximum confidentiality. If you have any issues accessing the Vault, please email your PhilaWorks representative.

Find the Vault here: <https://vault.philaworks.org>