

Subcontractor Name: Gamm Incorporated
Representative: Dana Keller, Executive Director
Programs Monitored: North Missouri One-Stop Operator
Reviewed By: Brent Stevens, Executive Director
Issue Date: 6/2/2025

Executive Summary and Scope of the Monitoring

The Workforce Development Board of North Missouri conducted a monitor review of Gamm Incorporated's fulfillment of the One-Stop Operator contract for Program Year 2024. This review is to comply with the requirements set forth by *20 CFR (Code of Federal Regulations) Part 683.410*, Office of Workforce Development (OWD) *Issuance 11-2021 (Sub-State Monitoring Policy)*, and the Workforce Development Board of North Missouri policy *A23 (Sub-State Monitoring Policy)*.

The WDB conducted monitoring to ensure the fulfillment of the requirements of the WIOA, OWD Issuances, and WDB Policies, and the scope of work on the One-Stop Operator contract.

Monitoring is not an audit and due to the limited scope of the monitoring, may not disclose all systems' weaknesses. The results presented in this report are based on the areas reviewed by WDB staff. The United States Department of Labor, the Missouri Office of Workforce Development, or any other applicable federal or state body may conduct reviews and have different conclusions, opinions, and/or results.

Results of the Monitoring Review

The WDB rates discovered during the financial monitoring review at two levels of severity: Compliance findings and areas of concern, as defined below. In addition, opportunities have been identified and are also included below.

Compliance Findings - Compliance findings (findings) are items that disclose areas of significant non-compliance with WIOA, federal regulations, workforce development issuances or guidance. Findings require written corrective action plans by either accepting the WDB's recommendation or proposing and receiving approval for an alternate course of action. Regulatory compliance monitors will provide citations from WIOA, federal regulations, or OWD issuances and procedures to identify specific areas of non-compliance and will explain the corrective measures necessary for resolution.

The results of the monitoring resulted in zero compliance findings.

Areas of Concern - Areas of concern (concerns) are items that may or may not be compliance-based but may impede the effectiveness and efficiency of providing services to individual and business customers. Concerns are suggestions to management and do not generally require a response unless specifically indicated. Resolved findings and accompanying corrective actions may be included in this category.

Concerns, although resolved, may rise to a level of severity that is subject to follow-up during subsequent review. Regulatory compliance monitors may offer suggestions or guidance to assist the entity in making improvements or may make a referral for further technical assistance.

The Results of the monitoring disclosed two areas of concern.

Area of Concern 1:

Scope Item: Coordinate Service Delivery within the Comprehensive Job Centers.

Comment: While reviewing the MOU helps coordinate service delivery in the region, coordinating services amongst partners should go beyond that. The OSO should ensure partners are aware of happenings in the local Job Centers as well as ensure coordination amongst partners in service delivery with efforts to avoid duplication.

Corrective Action: Provide a written plan for the board that outlines steps that will be taken over the next year to improve service delivery coordination amongst partners.

Area of Concern 2:

Scope Item: Convening of One-Stop Partners and Business Services Team

Comment: While One-Stop Partner meetings did occur during the program year, the meetings were inconsistent. Plans were made to ensure the meetings are relevant to partners which should improve the meetings.

Corrective Action: Provide a schedule of One-Stop Partner meetings for the upcoming program year and ensure this information is communicated to all partners.

Follow Up Requirement

Written responses to address these concerns are to be submitted to the WDB Office to the attention of Brent Stevens at bstevens@mail.ncmissouri.edu within 30 days of receiving this report.

Any questions regarding this report should be addressed to Brent Stevens.

The signature below acknowledges the receipt of this program monitoring report.

Authorized Representative Signature

Date