Pennsylvania
Department of Labor & Industry
Bureau of Workforce Development Administration

CWDS Online Monitoring

Program Year Monitoring using the System of Record

August 21, 2025

CWDS Online Monitoring
Presentation Goals

- ❖ Accessing CWDS
- ❖ Accessing Online Monitoring
- ❖ LWDB Monitoring Dashboard
- ❖ Accessing Program Year (PY) Monitoring Plans and Activities
- ❖ Monitoring Results
- ❖ Report Resolution and Communications
- ❖ Monitoring Letters and Reports
- ❖ Technical Assistance

Accessing CWDS

CWDS Online Monitoring
Online Monitoring Access

Commonwealth Workforce Development System

Keywords [ ] 🔍

Frequently Asked Questions (FAQs) (78)   **Documents (449)**   Policy & Procedures (8)

Groups

How-Tos (95) New

Desk Guides & Training Materials (173) New

Miscellaneous (100) New

Forms & Reports (1)

Financial (80) New

Miscellaneous

> **Work Opportunity Tax Credit (WOTC)** New

> **Federal Bonding Program / Reentry Information / PA Pardon Guide** New

> **All Users**

> **All Staff Users** New

> **Workforce Staff** New

∨ **Workforce CWDS Access Forms and Instructions** New

CWDS B-User Access Agreement Form New

CWDS CWOPA User Access Agreement Form New

CWDS User Management Guide - Login Issues Research and Resolution

CWDS Workforce Roles New

Instructions for CWDS User Agreement and Access Form

> **New Hire Reporting Program Documents**

> **OVR - Supported Employment** New

General Roles	Add	General Roles	Add
AP-AdHocReportMgr		AP-SrvcProviderAdminL1	
AP-CaseManager		AP-SrvcProviderAdminL2	
AP-CaseMgrTrain		AP-SupervisorLO	
AP-EmployerAdmin		AP-SupportRequestAdmin	
AP-EventsAdmin	x	AP-UserAdmin	
LI-WF-LobbyManagement		LI-PgmReferralWorker	
LI-WF-LobbyManagement-ReadOnly		LI-WF-IncumbentWorker	
AP-OnlineMonitoringAdminLO		LI-WF-OM-FiscalRiskManagement	
AP-PgmRefPOCMgr		LI-WF-Oversight-ReadOnly	
AP-ProgramAdmin	x	LI-WF-PrelimScreening	
AP-ReadOnly		LI-WF-RegisteredApprenticeship	
AP-RptManager	x	LI-WF-RegisteredApprenticeshipDirector	

Location Roles	Add	Location Roles	Add
LI-WF-RPTAlleghenySW005		LI-WF-RPTNorthCentralNC125	
LI-WF-RPTBerksSE015		LI-WF-RPTNorthernTierNT130	
LI-WF-RPTBucksSE020		LI-WF-RPTNorthWestNW170	
LI-WF-RPTCentralOfficeCO000		LI-WF-RPTPhiladelphiaSE090	
LI-WF-RPTCentralPaCE175		LI-WF-RPTPittsburghSW095	
LI-WF-RPTChesterSE030		LI-WF-RPTPoconoNE135	
LI-WF-RPTDelawareSE035		LI-WF-RPTSAlleghaniesSA100	
LI-WF-RPTLackawannaNE055		LI-WF-RPTSouthcentralSC180	
LI-WF-RPTLancasterSE060		LI-WF-RPTSWCornerSW165	
LI-WF-RPTLeValleyLV070		LI-WF-RPTTri-CountySW110	
LI-WF-RPTLuSchuylkillNE075	x	LI-WF-RPTWestCentralNW145	
LI-WF-RPTMontgomerySE080			

Restricted Roles (State Staff Only)	Add	Central Office Roles (State Staff Only)	Add
AP-AdministratorCO		LI-ContractGrantSpecialistCO	
AP-AdministratorLO		LI-GeneralUserCO	
AP-SystemSuperUser		LI-WF-Oversight-MonitorCO	
		LI-WF-Oversight-ReviewerCO	
		LI-WF-Oversight-SupervisorCO	

Conditionally Restricted	Add	Conditionally Restricted	Add
LI-WF-FinancialLO	x	LI-WF-TradeComptrollerDocuments	
LI-WF-FinanceReadOnly		LI-WF-TradeFiscal	
LI-WF-CARSCentralOfficeStaff		LI-WF-TradeGrantsManagement	
LI-WF-CARSComptroller		LI-WF-WIACentralOfficeStaff	
LI-WF-TradeComptrollerBudget		LI-WF-WIAComptroller	
AP-OnlineMonitoringAdminLO	x	LI-WF-OM-FisalRiskManagement	
LI-WF-OversightReadOnly		AP-OnlineMonitoringAdminLO	
LI-WF-TaxCreditAdmin		WF-TaxCreditAuditor	

Accessing Online Monitoring

LWDB Monitoring Dashboard

Accessing Program Year (PY) Monitoring Plans and Activities

Monitoring Results

Report Resolution and Communications

Monitoring Letters and Reports

Technical Assistance

CWDS Online Monitoring
Technical Assistance

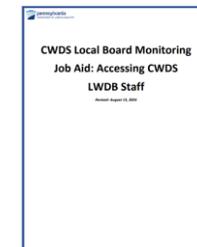Monthly Update Email

Office Hours Sessions

Oversight Services Resource
Email Account
ra-li-bwda-os@pa.gov

Contact Locally Assigned

LWDB Online Monitoring
Job Aides

CWDS Local Board Monitoring
Job Aid: Accessing CWDS
LWDB Staff

CWDS Online Monitoring
Technical Assistance

Oversight Services Monthly Update Email

❖ Updates on current monitoring plans

❖ CWDS Online Monitoring Functionality Updates

❖ Resources for Technical Assistance

❖ Upcoming Activities and Communications

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY
BUREAU OF WORKFORCE DEVELOPMENT ADMINISTRATION

Oversight Services Monthly Update
August 2025

The Bureau of Workforce Development Administration (BWDA), Oversight Services (OS) presents this month's email update. This month, key information on the Program Year (PY) 2024 monitoring is included.

2025 LWDB Recertification Update
The 2025 LWDB Recertification is winding down. A majority of the Local Workforce Development Boards (LWDBs) have resolved all finding results requiring a response, received Recertification until January 2027, and been issued the final report and associated letter. If a LWDB still has some finding results as unresolved or partially resolved, then the next resolution report will require a response. *A reminder that only responses within CWDS are considered official.* Official responses are communication type "Resolution Response" or "Resolution Plan" in CWDS. Please use only one of these types of communications for official responses to results. Notification emails will be sent once a recertification or resolution report, and associated letter have been published by BWDA. The notification emails contained a link to direct LWDB staff to CWDS 2.0 online monitoring. It is very important the reports are accessed and reviewed as timely as possible after receipt of the notification email. Official responses to finding results are due no later than 30 days after the publication of the report and associated letter.

Program Year (PY) 2024 Monitoring

PY 2024 Final Completed Local Monitoring Tools:
Any local monitoring tools that have been completed since the initial request as part of "*Document Request - 4B. Local Monitoring, One-Stop Operator, and Performance.*" that was due on March 21, 2025, were due no later than no later than Friday, July 18, 2025. If not already completed, the additional local monitoring documents are to be uploaded into CWDS in the "*Document Request - 4B. Local Monitoring, One-Stop Operator, and Performance*" activity under the "*Document Request: 3. Monitoring of the WIOA Title I Program*" section (see below screen shot). Any monitoring that was not completed by the LWDB for the original document request submission must be submitted for review. LWDB staff should expect to see a star icon(⭐) next to any additional monitoring documents submitted. This is normal, and indicates the documents were uploaded after the initial due date of March 21, 2025.

PY 2024 WIOA Case Files Selected for Review:

CWDS Online Monitoring
Technical Assistance

Oversight Services Office Hours

- ❖ Schedule is Published in the Monthly Update Email

- ❖ Provides the Most up to Date Information

- ❖ Email with Link to Access the Sessions

- ❖ Virtual Live Sessions via MS Teams

- ❖ Ask Questions to an OS Team Member
- ❖ Live Demonstrations of Online Monitoring Functionality.

- ❖ Optional

- ❖ Not Recorded

CWDS Online Monitoring
Technical Assistance

Oversight Services Resource Email Account

❖ Answers to Questions Available by Email

❖ Monitored by All Oversight Services Team Members

❖ ra-li-bwda-os@pa.gov

CWDS Online Monitoring

Oversight Services Analysts

❖ Individual Technical Assistance

❖ Email Requests to the Analyst Assigned to the Local Area

CWDS Online Monitoring
Technical Assistance

LWDB Monitoring Job Aids

- ❖ Available in the CWDS Help Section
    - ❖ Under the Documents Tab
    - ❖ Oversight Services Group
- ❖ Updated as Frequently as Practicable

Thank you!

👤 Oversight Services

📱 717.787.6352

✉️ RA-LI-BWDA-OS@pa.gov

🌐 https://www.dli.pa.gov