

[WIOA Youth Program–Children’s Home Society of Florida]

QUALITY ASSURANCE REPORT

PROGRAM YEAR 2015 -2016

Review Dates: November 2 – 6, 2015

Region 01



CareerSource Escarosa

November 16, 2015

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MONITORING EXIT SUMMARY

The first programmatic quality assurance review of the Workforce Investment and Opportunity Act Youth Program (Children's Home Society of Florida) for P.Y. 2015 -2016 has been completed. A total of forty files were reviewed during this period. Additionally, the youth worksites were visited and found to be in compliance with federal, state, and local regulations.

Noncompliance Issue

Issue: Follow-up's not conducted timely during the first quarter after exit.

Applicable references: State Information System Application, Electronic copy (Supporting documentation).

- Of the forty case files reviewed, three cases were the initial follow up was not conducted timely during the first quarter after exit.

Response: In 2 of the 3 cases it was due to EFM error in follow up. Drop box not dropping during the quarter and then dropping with the follow-up date being the same which had already passed. I.e., Quarter ended 9/30/15, client had not dropped in order to enter follow-up. The follow up box did drop in October but the date due was still listed as 9/30/15. All contact attempts were documented in the contact attempt section with the dates and type of contact. In 1 case a new staff member came on board and received the case at the time first follow up and thought she had 15 days to get her information entered as it is in other aspects of EFM and has been in the past.

Corrective Action: All staff was re-trained on 11/09/2015 to ensure they understood entering follow-up by the date stated in EFM for the ending quarter. Staff was also instructed to email the MIS Technician to notify her of

EFM glitches or issues immediately and case note the incident. (Training sign-in received).

Staffs responses in resolving the issues identified herein have been evaluated and accepted. As a result, this report confirms the closing of this review with no further programmatic issues or findings. CareerSource Escarosa would like to commend you and your staff for your dedication and professionalism while managing the WIOA Youth Program at the Children's Home Society of Florida.

End of report.