

**[WIOA Youth Program–George Stone Technical Center]**

# **QUALITY ASSURANCE REPORT**

PROGRAM YEAR 2015 -2016

Review Dates: October 5 - 9, 2015

Region 01



**CareerSource Escarosa**

*October 16, 2015*

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# MONITORING EXIT SUMMARY

The first programmatic quality assurance review of the Workforce Investment and Opportunity Act Youth Program (George Stone Technical Center) for P.Y. 2015 -2016 has been completed. A total of twenty one files were reviewed during this period. Additionally, the youth worksites were visited and found to be in compliance with federal, state, and local regulations.

## Finding

### **Issue: Selective Service Verification Form**

*Applicable references:* AWI Resource Guide, 29 USC 2939(h), and Special Project Contract, and Local Workforce Services Plan

- Of the twenty one case files reviewed, documentation was missing from one of the participant's file requiring Selective Service registration.
- **Corrective Action:** The Case Manager (CM) did call the client when he turned 18 and client did register with Selective Service; however, the Selective Service documentation was not included in the case file at that time. Monitor verified Selective Service registration at <http://www.sss.gov>, printed the verification letter and included it into the case file during the monitoring review.

## Finding

### **Issue: Credential Attainment Documentation**

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

- Of the twenty one case files reviewed, credential attainment documentation appeared to be missing from one of the participant's file.

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- **Corrective Action:** No corrective action necessary as this finding has been determined to be a monitoring oversight. The CM pointed out the credential documentation during the monitoring review. As a recommendation monitor suggested to incorporate better markers outlining the credential details. The CM has made efforts to improve evidence identifiers.

### **Noncompliance Issue**

#### **Issue: Goal Attainment**

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

- Of the twenty one case files reviewed, the goal set to attain a High School Diploma was not recorded into the goals table in EFM.
- **Corrective Action:** CM acknowledged this issue, captured the goal and recorded the goal attainment completion date into the appropriate field in EFM.

### **Observation**

#### **Issue: Final Work Experience Documentation**

*Applicable references: Local Workforce Service Plan, Special Project Contract.*

- When a client successfully completes their Work Experience activity, it is mandatory for that participant and WIOA staff to receive final completion information from the employer to place in the client's case file.
- Of the twenty one case files reviewed, most of the files appeared to be missing Work Experience training completion information from the employer.

- **Corrective Action:** After consulting with the CM about this issue, the form was pointed out to the monitor in each case that was identified. Monitor now recognizes the form currently being used; monitor also made a suggestion to adjust the form and incorporate better identifiers i.e. “Work Experience Completion” etc. CM acknowledges this observation and improved the form and incorporated a Certificate of Accomplishment for successful completion of the Work Experience activity.

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 in Escambia County.

End of report.