

[WIOA Adult and Dislocated Worker Program]

QUALITY ASSURANCE REPORT

PROGRAM YEAR 2015 -2016

Review Dates: January 25 - 29, 2016

Region 01



CareerSource Escarosa

February 4, 2016

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MONITORING EXIT SUMMARY

A second programmatic quality assurance review of the Workforce Investment and Opportunity Act Adult and Dislocated Worker Program for P.Y. 2015 -2016 has been completed. A total of fifty (50) case files were reviewed during this period.

Noncompliance Issue

Issue: Program Follow-up

Applicable references: WIA Resource Guide, TEGL 17-05, and the Follow-up Memorandum entitled “Entering Case Follow-ups in Employ Florida Marketplace” date March 23, 2007.

- Federal and State guidance requires quarterly follow-ups for participants exiting WIOA programs. Participants who exited the WIOA Adult and Dislocated Worker Program are to receive 1st, 2nd, 3rd, and 4th quarter follow-up services based on their exit dates during the review period. The files were reviewed to determine if follow-ups were conducted and recorded accurately and timely in EFM.
- Of the fifty case files reviewed, three of the participant’s cases that required follow-ups were found to be conducted untimely.
- **Corrective Action:** Corrective Action has been taken to insure that follow-ups are done in a timely manner. During this time one of our career advisors passed away and her files were distributed to another career advisor for follow-up. This career advisor thought that all files were included on a spread sheet for follow-up, but after further review the files were found not annotated. The MIS Specialist has set up alerts for the career advisor in EFM to alert her when her follow-ups are due. This should correct the problem to insure that all follow-ups are done in a timely and completed manner.

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