

**[WIOA Adult and Dislocated Worker Program]**

# **QUALITY ASSURANCE REPORT**

PROGRAM YEAR 2015 -2016

Review Dates: September 14 - 18, 2015

Region 01



**CareerSource Escarosa**

*October 2, 2015*

3670-2A North "L" Street Pensacola, Florida 32505

[www.careersourceescarosa.com](http://www.careersourceescarosa.com)

CareerSource Escarosa is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.

TTY: (877) 889-5627 | TDD: (800) 955-8771

# MONITORING EXIT SUMMARY

The first 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 seventy two files were reviewed during this period.

## Noncompliance Issue

### **Issue: Program Follow-ups**

*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 were to receive 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> 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 fifteen case files reviewed, ten of the participant’s cases that required follow-ups were found to be conducted untimely.
- **Corrective Action:** Affected program staff received training 08/04/2015 and 10/02/2015 on WIOA/EFM follow-up procedures. Staff is aware of the requirements for conducting follow-ups at the necessary intervals. They also know the importance of recording this information in the state’s MIS when local dollars are used to fund activities. To ensure compliance with local, state, and federal guidelines, alerts must be setup in the EFM system to insure the follow-up requirement is performed accurately. In lieu of alerts, the outlook calendars can also be used

as a follow-up tool to remind staff of impending mandatory follow-ups.