



CSTB PY 21-22 Quality Control Plan

The Quality Control Plan will be flexible and adaptable to accommodate the ever-changing needs within CSTB. The department will provide value-added, demand-driven results; identify areas of deficiencies for improvement in the monitoring and reporting process, analysis, and identify ongoing training development opportunities for CSTB staff.

Mission: To utilize DEO and CSTB customized monitoring tools allowing CareerSource Tampa Bay (CSTB) to quickly and effectively review programs and individual files to determine compliance with state and federal laws, rules, regulations, and policies, including local operating procedures. Reduce percentage of findings for all programs and minimize systemic issues for files monitored by Quality Assurance Coordinators on DEO Monitoring, Data Validation visits, and third-party monitoring firms.

Vision: To be viewed as the subject matter experts in workforce development programmatic monitoring/quality assurance in Florida.

Goals:

1. Monitor all identified areas at a 95% confidence level at a 10% confidence interval given the respective sample size.
2. Assist staff in achieving an accuracy rating of 95% and above, having an error rating of no higher than 5%.
3. Provide CSTB Management Team with data trends to identify areas of weaknesses, opportunities for training, and strategic planning arenas.
4. Provide managers with a way to validate staff knowledge, competency, and application in various programs.
5. Develop customized monitoring reports that provide information to managers and front-line staff regarding the performance of specific programs.
6. Store monitoring data to provide historical reference of staff and program performance - (C:\Tampa Bay Workforce Alliance\Universal - Career Services\MIS\Program Monitoring - Internal\PY_2021-2022).
7. Train staff annually on changes to the DEO monitoring tools.
8. Modify or create new local monitoring tools to support Program Coordinators and Directors, and customize mini-monitoring tools.
9. Produce annual program year-end report (Total cases, Scores, and Value proposition), and provide timely results and responses to Federal and State Programmatic Monitoring Visits.
10. Provide direct training to staff where overall scores are below standard (95%).

Strategies:

1. Committed to ongoing improvement, while remaining flexible to company and department needs.
2. Develop specific review tools (mini tools) to address areas of weaknesses and allow opportunities for training and constant improvement.
3. Thoroughly train staff to ensure understanding of tools and scoring mechanisms.
4. Proactively inform management of all trends, issues, and concerns.
5. Showcase results and make continuous improvement plan recommendations.
6. Provide every opportunity for cross-training to expand our Program Monitoring team’s depth of knowledge.
7. Support CSTB as an organization to meet established monitoring goals of 95% accuracy rating.
8. Maintain a professional image representing CSTB internally and externally.
9. Maintain open and flowing lines of communication laterally for direction and feedback.
10. Work smart to avoid duplication and maximize the utilization of technology to our benefit.
11. Provide timely reports with the ability to quickly edit monitoring report criteria.
12. Develop tools and procedures to effectively and efficiently prepare for monitoring visits (Annual DEO Monitoring, Data Validation, OIG, USDOL, etc.), including utilizing Sharepoint Teams Channel, implementing Corrective Action Plans, and reviews of responses.
13. Identify best practices both locally and statewide to improve productivity.

Monitoring Tools and Descriptions (updated tools will be utilized as released by DEO):

Tool	Description
DEO – WIOA AD.DW Monitoring Tool_PY 2020-2021	Program Monitoring Tool created by DEO and used in local and state monitoring.
DEO – SNAP Tool_PY 2020-2021	Program Monitoring Tool created by DEO and used in local and state monitoring.
DEO – WP Comprehensive Review Tool_PY 2020- 2021	Program Monitoring Tool created by DEO and used in local and state monitoring.
DEO – WT Monitoring Review Tool_PY 2020-2021	Program Monitoring Tool created by DEO and used in local and state monitoring.
DEO – WIOA Youth Monitoring Review Tool_PY 2020-2021	Program Monitoring Tool created by DEO and used in local and state monitoring.
CSTB – Programs Specific Mini Tools_PY 2020-2021	DEO monitoring tools modified by CSTB containing locally developed questions for specific programs, local policies, and procedures.

Target Audiences:

- CSTB Management
- Staff (WP, WTP, SNAP, WIOA AD/DW, WIOA Youth/SJC, TAA, Vendors/Contractors)
- DEO State Monitors
- Third-Party Independent Monitors

Staffing Structure:

Name	Role	Quality Responsibilities
Jody Toner	Chief Policy & Performance Officer	Approval of Quality Plan, Approval of Processes & Procedures, Ongoing Management of Processes & Procedures, Oversight of All Program Monitoring, Management of Performance in Adherence to Federal, State and Local Policies
Wesley Barr	Special Projects Coordinator	Approval of Quality Plan, Approval of Processes & Procedures, Ongoing Management of Processes & Procedures, Oversight of All Program Monitoring, Team Meetings
Ivelisse Torres	Program Monitor – Specialized Roles	Development, Implementation, Monitoring, Auditing Work Processes, Project Reviews, Performance, Training
Jenifer Ward	Program Monitor – Specialized Roles	Development, Implementation, Monitoring, Auditing Work Processes, Project Reviews, Performance, Training
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Department Functions:

In order to achieve these goals during PY 2021-2022, as noted in the Monitoring Schedule section of this policy, our Quality Control Department will be focusing on the following key areas:

Monitoring Reports

- Reports will include results by individual staff members and programs with specific details of individual cases and specific monitoring items distribution.
- Reports will forecast CSTB's anticipated monitoring score for annual DEO Monitoring based on the current statewide programmatic tools. As DEO programmatic monitoring tools are updated, the Program Monitor will update applicable monitoring forms.
- Produce Monitoring Reports including all targeted monitoring areas, displaying performance percentages by staff and program.
- Analyze data to identify trends to assist management with continuous improvement recommendations by reporting all applicable issues to appropriate Program Directors.

Formal Pre-CAP Meetings

- Program Monitors will discuss Internal Monitoring findings with Program Directors and Supervisors within 5 days after each program quarterly monitoring report is published.
- Program Directors will submit a Corrective Action Plan (CAP) to the Quality Control Department and Program Monitors within 5 days upon formal Pre-CAP meeting with Program Monitors.
- Program Monitors will provide recommendations to Program Directors and Supervisors to improve deficiencies and meet a 95% accuracy goal.
- Managers will have 5 business days to correct any issues identified. Ten percent of the files identified for correction will be reviewed within 5 business days to ensure corrections are made. Identified files for 2nd review are selected through a random sampling of files identified for correction.

Staff Development Training:

Staff will be required to attend internal programmatic training to stay abreast of current operational policies and procedures, including statewide DEO webinars programmatic training. To ensure knowledge gain and program expertise competencies and competency training will need to be identified and developed with appropriate department within CSTB, during PY 21-22.

Work Order process for approving additional monitoring functions:

After the initial implementation of the monitoring functions, any Program Director requesting additional data during the PY will be required to adhere to the following work order approval process.

1. Request is made by CSTB Program Director and includes the following data elements: Additional Monitoring Item, Monitoring Need, Description, and Due Date based on the department's needs.
2. Request is analyzed by the Special Projects Coordinator for review and approval.
3. Special Projects Coordinator will review with the Chief Policy & Performance Officer.
4. Special Projects Coordinator will notify the CSTB Program Director of approval/denial.
5. Turnaround timeline: Timeline will be established on a case-by-case basis and will be based on the number of cases that require monitoring and time involved monitoring the additional request.

Continuous Improvement:

Program Monitors will continue to examine our operational flow, performance measurements, staff functions, integrity of monitoring data, and statewide and national trends throughout the PY. The monitoring department may make suggestions of any necessary adjustments to the department plan to ensure operational success and achievement of established goals.

Monitoring Methodologies:

The following applications/tools are to be used where applicable with regards to the monitoring process:

- Atlas (electronic file repository)
- Employ Florida (case management and job order database for WIOA, TAA, and WP)
- OSST (case management database for WT and SNAP)
- Microix (ITA software application)
- Microsoft Access (Monitoring database to store the results for all programs)
- Card Tracker System (CTS software containing reports for support services issued to participants)
- Surveysystem.com (to determine sample size)
- CSTB Policies and Procedures
- SharePoint folder
- FLORIDA (DCF Access System)

Where applicable, on-site file review and desk audit monitoring will occur to provide real-time monitoring results.

If you have any questions, please contact the Special Projects Coordinator.

Monitoring Schedule for Program Year 21- 22:

Period Monitored	Scheduled to Start	Full or Mini Review	Program
4/6/21 - 7/6/2021	07/19/21	Full	WIOA AD/DW (OST/RA all questions)
Determined by Monitor to ensure adequate follow up sampling	07/23/21	Mini	WIOA AD/DW (Follow up services/Quarterly Follow ups - All Activities)
4/6/21 - 7/6/2021	07/13/21	Full	WIOA AD/DW (Contract specific Questions - IWT/PWE/OJT/CT activities) *Pull OJT's from beginning of calendar YR
TBD	TBD		Mini Monitoring if needed
5/17/21 - 7/19/2021	07/20/21	Full	WIOA Youth (All activities all questions)
5/17/21 - 7/19/2021	07/23/21	Full	WIOA Youth (PWE/OJT intensive - Eligibility and PWE/OJT specific Q's)
Determined by Monitor to ensure adequate follow up sampling	07/28/21	Mini	WIOA Youth (Credentialing/follow ups/follow up services)
TBD	TBD		Mini Monitoring if needed
2/18/21 - 8/1/2021	08/03/21	Mini	WP (Job Orders)
2/18/21 - 8/1/2021	08/07/21	Mini	WP (RESEA)
2/18/21 - 8/1/2021	08/12/21	Mini	WP (MSFW)
2/18/21 - 8/1/2021	08/17/21	Mini	WP (Placements/Obtains)
2/18/21 - 8/1/2021	08/26/21	Mini	WP (Job Development)
2/18/21 - 8/1/2021	08/20/21	Mini	WP (Veterans 128's and 129's)
TBD	TBD		Mini Monitoring if needed
7/1/2021 - 8/31/2021	09/01/21	Full	WT (Full Monitoring)

7/1/2021 - 8/31/2021	09/07/21	Mini	WT (Pre Penalties and Sanctions)
7/1/2021 - 8/31/2021	09/10/21	Mini	WT (Mandatory engagement/ Initial assessment)
7/1/2021 - 8/31/2021	09/15/21	Mini	WT (Transitional Cases)
7/1/2021 - 8/31/2021	9/18/201	Full	WT (Lutheran Intensive)
TBD	TBD		Mini Monitoring if needed
7/1/2021 - 8/31/2021	09/21/21	Full	SNAP (Full Monitoring)
TBD	TBD		Mini Monitoring if needed
PY 21	09/28/21	Full	SJC Monitoring (Full Monitoring)
TBD	10/02/21	Full	Tech Hire
TBD	NDWG	Full	NDWG
7/6/21 - 10/6/2021	10/07/21	Full	WIOA AD/DW (All activities all questions)
Determined by Monitor to ensure adequate follow up sampling	10/13/21	Mini	WIOA AD/DW (Follow up services/Quarterly Follow ups - All Activities)
7/6/21 - 10/6/2021	10/16/21	Full	WIOA AD/DW (Contract specific Questions - IWT/PWE/OJT/CT activities)
TBD	TBD	Full	R4 Monitoring Job Seeker
TBD	TBD	Full	R4 Monitoring Employer
7/19/2021 10/25/2021	10/26/21	Full	WIOA Youth (All activities all questions)
7/19/2021 10/25/2021	10/30/21	Full	WIOA Youth (PWE intensive - Eligibility and PWE specific Q's)
Determined by Monitor to ensure adequate follow up sampling	11/04/21	Mini	WIOA Youth (Credentialing/follow ups/follow up services)
TBD	TBD		Mini Monitoring if needed
8/1/2021 - 11/9/2021	11/10/21	Mini	WP (Job Orders)

8/1/2021 - 11/9/2021	11/16/21	Mini	WP (RESEA)
8/1/2021 - 11/9/2021	11/19/21	Mini	WP (MSFW)
8/1/2021 - 11/9/2021	11/25/21	Mini	WP (Placements)
8/1/2021 - 11/9/2021	12/03/21	Mini	WP (Veterans)
TBD	TBD		Mini Monitoring if needed
8/31/2021 - 12/9/2021	12/09/21		WT (Full Monitoring)
8/31/2021 - 12/9/2021	12/15/21	Mini	WT (Pre Penalties and Sanctions)
8/31/2021 - 12/9/2021	12/18/21	Mini	WT (Mandatory engagement/ Initial assessment)
8/31/2021 - 12/9/2021	12/23/21	Mini	WT (Transitional Cases)
8/31/2021 - 12/9/2021	12/23/21	Full	WT (Lutheran Intensive)
TBD	TBD		Mini Monitoring if needed
8/31/2021 - 12/9/2021	12/30/21	Full	SNAP (Full Monitoring)
TBD	TBD		Mini Monitoring if needed
TBD	01/01/22	Full	One Stop Credentialing
All of 2021	01/08/22	Full	TAA
10/6/21 - 1/12/21	01/13/22	Full	WIOA AD/DW (All activities all questions)
Determined by Monitor to ensure adequate follow up sampling	01/19/22	Mini	WIOA AD/DW (Follow up services/Quarterly Follow ups - All Activities)
10/6/21 - 1/12/22	01/22/22	Full	WIOA AD/DW (Contract specific Questions - IWT/PWE/OJT/CT activities)
TBD	TBD		Mini Monitoring if needed
10/25/21 - 2/1/22	02/02/22	Full	WIOA Youth (All activites all questions)
10/25/21 - 2/1/22	02/09/22	Full	WIOA Youth (PWE intensive - Eligibility and PWE specific Q's)
Determined by Monitor to ensure	02/15/22	Mini	WIOA Youth (Credentialing/follow ups/follow up services)

adequate follow up sampling			
TBD	TBD		Mini Monitoring if needed
11/9/21 - 2/18/22	02/19/22	Mini	WP (Job Orders)
11/9/21 - 2/18/22	02/23/22	Mini	WP (RESEA)
11/9/21 - 2/18/22	03/01/22	Mini	WP (MSFW)
11/9/21 - 2/18/22	03/15/22	Mini	WP (Placements/obtains)
11/9/21 - 2/18/22	03/22/22	Mini	WP (Veterans)
PY 21/22	03/31/22		IWT
12/9/21 - 3/11/22	03/12/22	Full	WT (Full Monitoring)
12/9/21 - 3/11/22	03/17/22	Mini	WT (Pre Penalties and Sanctions)
12/9/21 - 3/11/22	03/22/22	Mini	WT (Mandatory engagement/ Initial assessment)
12/9/21 - 3/11/22	03/25/22	Mini	WT (Transitional Cases)
12/9/21 - 3/11/22	03/25/22	Full	WT (Lutheran Intensive)
TBD	TBD		Mini Monitoring if needed
12/9/21 - 3/11/22	04/01/22	Full	SNAP (Full Monitoring)
TBD	TBD		Mini Monitoring if needed
1/12/22 - 4/6/22	04/07/22	Full	WIOA AD/DW (All activities all questions)
Determined by Monitor to ensure adequate follow up sampling	04/13/22	Mini	WIOA AD/DW (Follow up services/Quarterly Follow ups - All Activities)
1/12/22 - 4/6/22	04/16/22	Full	WIOA AD/DW (Contract specific Questions - IWT/PWE/OJT/CT activities)
1/12/22 - 4/6/22	04/21/22	Mini	WIOA AD/DW (Eligibility only - All activities)
TBD	TBD		Mini Monitoring if needed
2/1/22 - 4/25/22	04/26/22	Full	WIOA Youth (All activites all questions)

2/1/22 - 4/25/22	04/29/22	Full	WIOA Youth (PWE intensive - Eligibility and PWE specific Q's)
Determined by Monitor to ensure adequate follow up sampling	05/03/22	Mini	WIOA Youth (Credentialing/follow ups/follow up services)
TBD	TBD		Mini Monitoring if needed
2/18/22 - 5/5/22	05/06/22	Mini	WP (Job Orders)
2/18/22 - 5/5/22	05/11/22	Mini	WP (RESEA)
2/18/22 - 5/5/22	05/14/22	Mini	WP (MSFW)
2/18/22 - 5/5/22	05/19/22	Mini	WP (Placements)
2/18/22 - 5/5/22	05/25/22	Mini	WP (Veterans)
2/18/22 - 5/5/22	05/25/22	Mini	WP random Activities
TBD	TBD		Mini Monitoring if needed
3/11/22 - 5/27/22	05/28/22	Full	WT (Full Monitoring) - include Michelle's request
3/11/22 - 5/27/22	06/03/22	Mini	WT (Pre Penalties and Sanctions)
3/11/22 - 5/27/22	06/08/22	Mini	WT (Mandatory engagement/ Initial assessment)
3/11/22 - 5/27/22	06/14/22	Mini	WT (Transitional Cases)
3/11/22 - 5/27/22	06/14/22	Full	WT (Lutheran Intensive)
TBD	TBD		Mini Monitoring if needed
3/31/22 - 6/17/22	06/18/22	Full	SNAP (Full Monitoring) - include Michelle's request
TBD	TBD		Mini Monitoring if needed
			SUPPORT SERVICES MONITORING
7/1/21 - 9/30/21	10/01/21	Full	1st Quarterly Monitoring

10/1/21 - 12/31/221	1/5/222	Full	2nd Quarterly Monitoring
1/1/22 - 3/31/22	04/01/22	Full	3rd Quarterly Monitoring
4/1/22 - 6/30/22	07/01/22	Full	4th Quarterly Monitoring