



Summary of Monitoring by Center 06/23/2021

Workforce Center Contractor: Equus Inc.

| INTERNAL MONITORING REPORT | PERIOD | ACCURACY RATE | FINAL ACCURACY RATE | Disallowed Cost |
|------------------------------|---------|---------------|-----------------------|-----------------|
| CHOICES CASE MGMT REVIEW-10% | 2021.Q1 | 96% | 100% | None |
| CHOICES WORK AUDIT-100% | 2021.03 | 67% | 100% | None |
| PROCUREMENT-100% | 2021.03 | 98% | 100% | None |
| SNAP CASE MGMT REVIEW-10% | 2021.Q2 | 99% | 100% | None |
| SUPPORT SERVICES REVIEW-100% | 2021.04 | 94% | 100% | None |
| WIOA CASE MGMT REVIEW-10% | 2021.Q1 | 93% | 99% due to quarter+20 | None |
| WIOA CASE NOTE REVIEW-100% | 2021.04 | 96% | 99% TRA | None |
| WIOA ELIGIBILITY REVIEW-100% | 2021.05 | 98% | 100% | None |
| PII All Center | 2021 | 86% | 100% | None |

Child Care QA Report - April and May 2021

Wednesday, June 23, 2021

The Quality Assurance (QA) process is an in-house, case file auditing process that involves a preliminary QA audit and a final QA audit for any case being determined eligible for child care services.

Quality Assurance Numbers

| Month | Cases audited in Preliminary QA | Cases audited in Final QA | Ineligible Cases | Cases with <u>NO</u> errors prior to final QA | Pre-QA Accuracy Rate | Disallowed Cost | Comments |
|-------|---------------------------------|---------------------------|------------------|---|----------------------|-----------------|--|
| April | 88 | 75 | 0 | 54 | 72.00% | \$0.00 | All cases ended in 100% accuracy after corrections |
| May | 71 | 54 | 0 | 35 | 64.81% | \$0.00 | All cases ended in 100% accuracy after corrections |
| Total | 159 | 129 | 0 | 89 | 68.99% | \$0.00 | |

Position Changes Effective 6/1/2021

Leneva Clark is now Client Services Coordinator

Tiffany Jones is now Lead Client Services Specialist/QA

Linda Crabtree is now Client Services Specialist

Changes Coming

Determining critical

and non critical

errors

QA Quote of the Day

"Anything worth doing

is worth doing right

the first time." ~Unknown