



Quality Assurance Report September 2024

Conducted: ERSEA Eligibility Review September 17-26, 2024

- Child File Review
- Selection and Application Process

Completed: Eligibility, Recruitment, Selection, Enrollment & Attendance (ERSEA) Eligibility Review

ERSEA Eligibility Child File	
Area of non-compliance	<ul style="list-style-type: none"> • There were no non-compliances
Areas of concern	<p>Sample size was 30% of currently enrolled children</p> <p>101 files were reviewed program wide. 91.1% were found compliant and out of those, 8 files (7.9%) were identified with one or more area of concern.</p> <p>Areas of concern noted did not impact eligibility</p> <p>File did not have:</p> <ul style="list-style-type: none"> • Selection Criteria Point System not completed in ChildPlus • Documents were not attached, legible and in order according to the Scan Order and Attachment Guide • Application form was not attached in ChildPlus • Gross annual income i not calculated correctly. • Eligibility Verification Record form not saved into ChildPlus.

Follow-up Activities

The City of San Antonio (CoSA) Quality Assurance (QA) Team is working with the CoSA Family Support Team and Staff to ensure these concerns are addressed. Corrections are currently in progress. The CoSA Quality Assurance and/or Content Teams are available if additional training and/or technical assistance is needed.

For more detailed information:

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