



## Quality Assurance Report June 2024

**Conducted** (*Project is either still in progress OR has ended, but report has not yet been officially submitted to providers*):

- Governance Review

**Completed** (*Project ended and report was officially submitted to providers*):

- Wellness Support Review
- Eligibility, Recruitment, Selection, Enrollment & Attendance (ERSEA) Eligibility Review #1

Wellness Support Review:	
<b>Area of Non-Compliance</b>	There were no areas of non-compliance noted during this review.
<b>Areas of Concern</b>	<p>There were several areas of concern noted for this review:</p> <ul style="list-style-type: none"> <li>• Event Notes for the Request For Assistance (RFA) - Family Wellness event did not include documentation that it had been explained to the parent/guardian that a member of the Wellness Team would be in contact with them.</li> <li>• RFA Event Notes documentation did not reflect staff had verified that contact information in ChildPlus was current.</li> <li>• An RFA - Family Wellness event was not entered into the Family Service Tab according to the 2023-2024 Family &amp; Community Support Date Entry Guide.</li> <li>• RFA - Family Wellness event notes did not indicate the family's primary language.</li> </ul>

<b>Follow-Up Activities:</b>	
The City of San Antonio (CoSA) Quality Assurance (QA) Team will work with the CoSA Wellness and Family and Community Support Teams to ensure that these concerns are addressed/corrected. The CoSA Wellness Team has included these findings as examples in their upcoming training/s for the Family Support Workers. Revisions to the 2024-2025 Wellness policies have also been made. The CoSA Quality Assurance and Content Teams are available if additional training and/or technical assistance is needed.	
<b>ERSEA Eligibility Review #1:</b>	
<b>Area of Non-Compliance</b>	There were no areas of non-compliance noted.
<b>Areas of Concern</b>	<p>There were a few areas of concern noted:</p> <ul style="list-style-type: none"> <li>• A signed and/or completed Eligibility Verification Record form was not scanned into ChildPlus.</li> <li>• Family size was not determined correctly.</li> <li>• The Selection Criteria Point System was not completed in ChildPlus.</li> </ul>
<b>Follow-Up Activities:</b>	
The CoSA QA Team is working with the CoSA Family Support Team and District Staff to ensure these issues 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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