



## Policy Memorandum

To: Workforce Solutions Contractors  
Board Staff

From: Rodney Bradshaw  
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Date: April 3, 2009

Subject: Regional Quality Assurance Office Reviews

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### Purpose

Introduce the practice of sharing the Regional Quality Assurance team's office reviews.

### Background

- A workgroup with members from Workforce Solutions operators and Board staff worked for months to develop a plan to combine multiple monitoring responsibilities into a regional quality assurance system.
- After agreeing on areas of review, we formed an eleven-member Quality Assurance team made up of staff from each Career Office operator, the Employer Service Division, the Payment Office and Board staff.

### Regional Quality Assurance Review Team

The team began meeting in early February. We divided into two five-member groups and completed the first two office reviews for Workforce Solutions-Wharton and Workforce Solutions-Astrodome.

- As we conducted records reviews, the team refined the process for sampling customer records for quality of service and compliance with rules.
- We discussed our work to come to a common understanding of what is acceptable and desirable.
- We developed a Quality Assurance Manual to explain and direct future quality assurance reviews. (*The manual is available through the team members. They have a notebook and computer disc.*)
- We will expand the team's responsibilities to include some portions of the Employer Service Division and the Payment Office in the future.

We will share all the team's reports with managers throughout the system. The purpose of sharing is to allow everyone the opportunity to improve the quality of operations by reading what the reviewers find. Each review will include:

- ✓ What we think is important
- ✓ What we did
- ✓ What we saw
- ✓ Meeting expectations
- ✓ Next steps

Contract and office managers of the offices reviewed may have the team's working papers if they believe that detail will help them.

It is not our intent for the offices to spend time correcting past records. We want the reports to help us improve our operation going forward.

## Actions Required

- Make sure that all staff is aware of the new quality assurance process.
- Discuss the content of the office reviews throughout your operations to engage staff in quality improvement.

## Questions

Staff with questions should speak to their supervisor or manager first.

Direct questions through the electronic Q&A at <http://wrksolutions.com/staff/webqa.html>