



# Quality Control Action Plan: A Collaborative Approach to Identify Solutions in Identification and Recruitment

## 2015 National Identification and Recruitment Forum



**CALIFORNIA DEPARTMENT OF EDUCATION**  
Tom Torlakson, State Superintendent of Public Instruction



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State Superintendent  
of Public Instruction

# California Migrant Education Office Presenters

Jamie Contreras

Identification and Recruitment (I&R) Education  
Programs Consultant

Jacinto Salazar

Technical Assistance Manager  
WestEd



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# Overview

- Developed the Quality Control Plan
- Presented to subgrantee directors and parents
- Finalized the Quality Control Action Plan (QCAP) Process
- Implemented the QCAP
- Fine-tuning the Quality Control Plan and QCAP



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# California's Migrant Subgrantees



20 Subgrantees	
Type	Number
One District	5
Two Districts	1
One County	6
Multiple Counties	8



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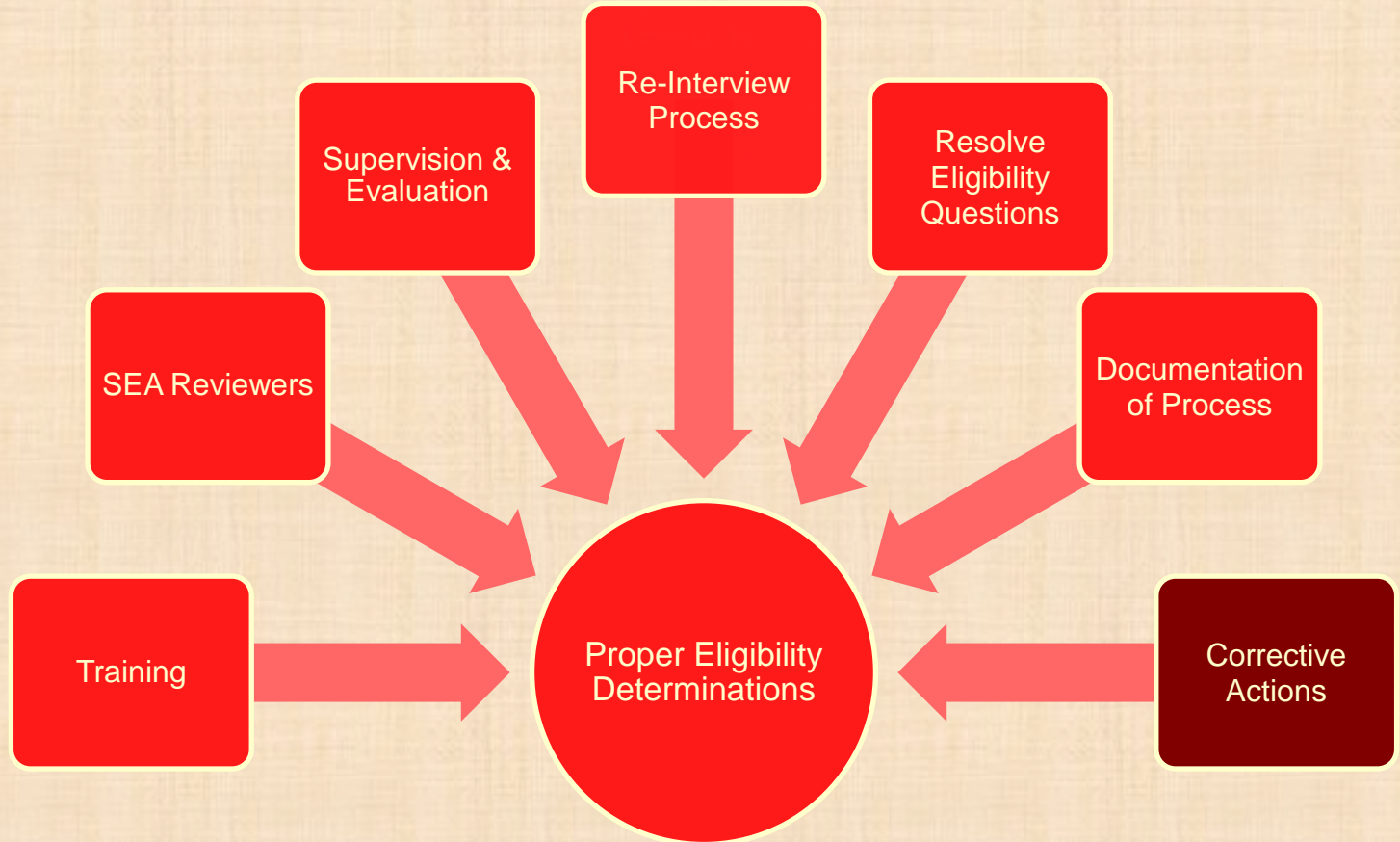
# Migrant Education Program: Facts

- 112,131 students in 2013-14 Performance Period
- 20 Subgrantees
- Students in 46 of California's 58 Counties
- I&R activities performed at the subgrantee level



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# Components of a Quality Control Plan





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# The Quality Control Action Plan Process

The QCAP is California's implementation of Corrective Actions.

California chose to use a collaborative process to help subgrantees identify the causes of discrepancies in eligibility determinations and to develop lasting solutions.



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# Implementation of the Quality Control Action Plan Process

Re-interview	No. of Regions	Released	Carry over
2011-12	8	6	2
2012-13	4	4	2
2013-14	2	pending	2





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# Successful Outcomes

- Subgrantee interview scripts have been modified.
- Subgrantee I&R trainings have been modified.
- Recruiting tools have been created/introduced.



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## Successful Outcomes (cont.)

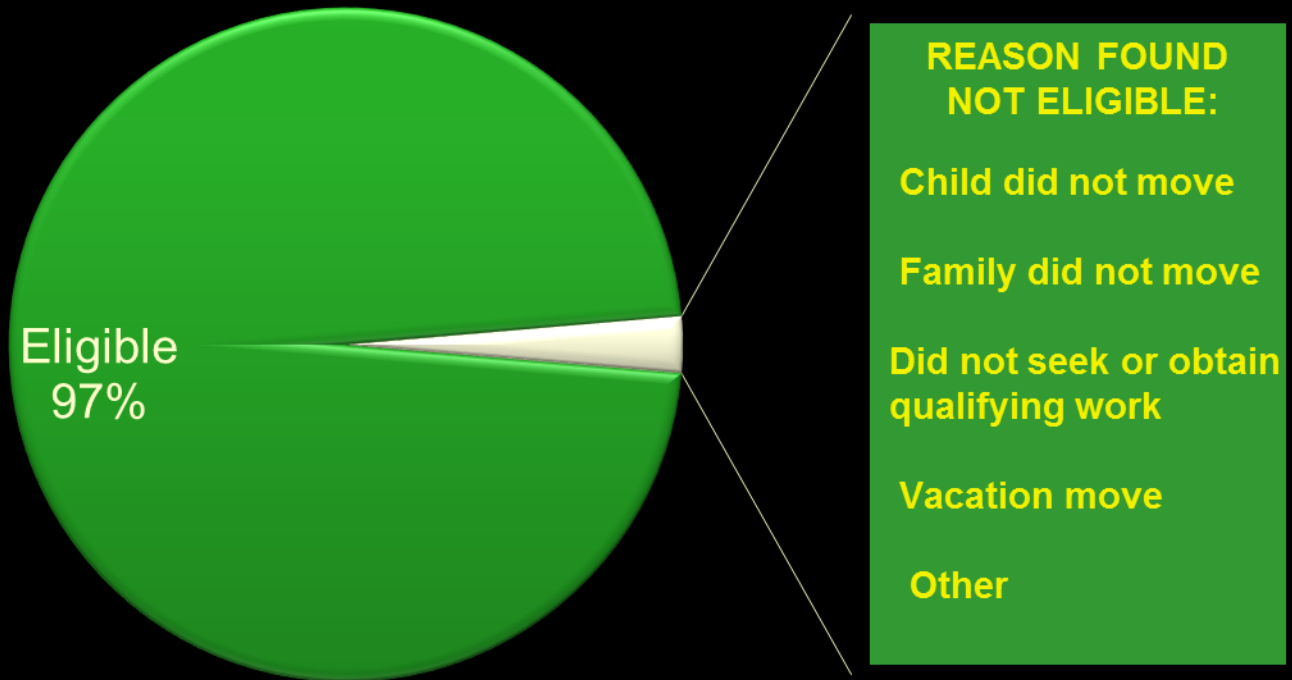
- Organizational changes have been made.
- Hours spent on recruiting have been increased for some part-time recruiters.
- Staff have been reassigned within the MEP.
- Individuals are no longer with the MEP.



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# Re-Interview Results

## 2013-14 Re-Interviews





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# Challenges

- Convening a team
- Familiarizing participants with the process
- Conveying the value of the process
- Putting the plan into action
- Dealing with resistance from the field



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# Benefits

- Re-emphasis throughout the State of the importance of quality policies and practices in I&R
- Increase in focus on I&R activities
- Caused a reexamination of processes
- Increase in supervision and support of recruiters



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# The Quality Control Action Plan

The purpose of the plan is to identify the causes of discrepancies and to develop solution strategies that will assist the subgrantees to reduce discrepancy rates and implement sound, sustained I&R practices to prevent future errors in eligibility determinations.



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# How the Plan Works

- Subgrantees with the highest discrepancy rates are selected to participate.
- Meetings are scheduled with selected subgrantees after receipt of the Re-interview Report.
- Information about the State's expectations for a subgrantee's corrective action plan is provided



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# Self-Evaluation

The subgrantees' corrective action plans contain the following elements:

- How the analysis was conducted
- Types of discrepancies
- Performance gaps that were identified
- Proposed solutions
- Individual and team performance goals
- Timeline





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# Quality Control Action Plan Checkpoints

Quarterly meetings are scheduled and the subgrantee's progress report is discussed. The progress report should correlate to the corrective action plan and contain:

- The number of Certificates of Eligibility (COEs) the subgrantee has reviewed
- Number of COEs with errors
- Types of errors and actions taken to correct them
- I&R Trainings conducted
- Any personnel actions
- Changes to I&R practices
- Other activities relevant to the QCAP

# Assessing Quality Control Action Plan Progress

After the 3<sup>rd</sup> quarterly meeting one of the following recommendations is made:

- Subgrantee has satisfied goals set in the QCAP: Recommend end QCAP process participation
- Problems persist: Revise QCAP, continue in process, schedule additional training by State MEP
- Additional support from the State as needed



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# Criteria for Release from the Process

- Data indicating continuous improvement in the quality of eligibility determinations.
- A strong corrective action plan that targets the performance gaps identified by the subgrantee.
- Progress reports and COE reviews that demonstrate the implementation of the corrective action plan.
- Expressed commitment to quality control that extends beyond the formal process and that is demonstrated through the activities identified above.



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# Indicators of Success

- Decrease in discrepancy rates
- Improvement in overall quality of COEs
- Increase in communications between the State and the field and vice versa



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**Questions? Other?**



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# Contact Information

California Department of Education  
Migrant Education Office

Jamie Contreras, Consultant  
916-319-0391  
[jcontrer@cde.ca.gov](mailto:jcontrer@cde.ca.gov)