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MEMORANDUM

DATE: October 8, 2015
TO: Riverside County Youth Opportunity Center Operators
FROM: Heidi Marshall, Director of Workforce Development
SUBJECT: Quality Certification

The purpose of this memo is twofold:

1. To establish a schedule of certification deadlines for currently certified Youth Opportunity Centers (YOC) operators and any newly funded YOCs operators for the Program Year (PY) 16/17 and 17/18 certification cycles.
2. To outline the application and certification process.

The Riverside County Workforce Development Board (WDB) certification of quality demonstrates a commitment by YOCs to provide the highest quality services to customers as evaluated against quality standards based upon Malcolm Baldrige criteria. All Riverside County WDB funded YOC operators must apply for certification by the deadline dates included in this memo.

APPLICATION SUBMISSION

SCHEDULE

The WDB Certification Review Team accepts applications in January according to the schedule outlined in Table 1. All applications must be received by 5:00 P.M. Pacific Time on the date indicated. The application review, site visit and notice of certification will all occur within the review quarter, assuming the operator is recommended for a site visit and subsequent certification. If an operator's license expires within that time due to late submission, the operator's contract may not be eligible for renewal and may impact the operator's eligibility to apply under a new RFP if one is issued.

Table 1

Application Submission Deadline	Review Quarter	Review of Applications Received by the Deadline
Currently Certified Operators Jan. 17, 2017	Jan.-March 2017	Begins in Jan. 2017
Newly Funded Operators Jan. 16, 2018	Jan. – March 2018	Begins in Jan. 2018
Probationary Status Operators Jan. 16, 2018	Jan. – March 2018	Begins in Jan. 2018

WDB funded Operators of YOCs who are not granted certification or recertified by March 31st of the quarter of their licensing year will be placed in a probationary status and may be subject to loss of WDB funding. Operators on probationary status will receive a Technical Assistant Report (TAR) indicating what has to be accomplished to meet and exceed the standards for quality and will be required to submit a new application demonstrating improvements during the next certification cycle (see Table 1). Operators on probationary status that fail to achieve certification after a second attempt will remain connected to the end of the contract year at which time the operator's contract may not be eligible for renewal, and may impact the operator's eligibility to apply under a new RFP if one is issued.

APPLICATION PROCESS

Operators with multiple WDB funded centers are required to submit one application covering all of their WDB funded centers.

To ensure all the minimum requirements have been met, WDB staff will process each application to check for:

- Core services checklists
- Continuous Quality Improvement (CQI) plan that results from the self-assessment process
- Cross agency, cross-functional Youth Opportunity Partnership training plan
- Selected Section of Strategic Plan as Required. Attach the part of the strategic plan that identifies the vision, mission, customers, goals, and objectives
- All partners identified on the cover sheet as well as the Partner that is the Lead Agency
- The original application, together with five (5) complete copies, must be received by the WDB CQI Coordinator, or appointed staff, at 1325 Spruce Street, Riverside, CA, 92507 by 5:00 P.M. Pacific Time on the deadline date. Applications may be mailed, hand delivered or sent via a courier service. **Faxed or emailed applications will not be accepted.** WDB staff reserves the right to determine the timeliness of all submissions. Late submissions will not be considered for review.

If the above minimum requirements have been met, the application will be forwarded to the Certification Review Team. The team will review the application and, based on their review, either conduct a site visit, request supplemental information, or issue a TAR identifying potential improvements which ought to be addressed before submission of a new application (Refer to Schedule process for detailed information).

The Certification Review Team reserves the right to request supplemental information to an existing application. In this case **only**, the application is still considered "*in play*". The Certification Review Team will set out a timetable for providing the additional information needed to complete the application review. In such instances, operators are not resubmitting an application, but rather submitting additional material to the Certification Review Team based on their review and problems identified. Operators will adhere to the timeline within the TAR and the certification status is on hold until such time as the supplemental information is reviewed.

CERTIFICATION PROCESS

Operators will be certified for **three** years. The month, day and year the license expires will appear in the TAR. Currently certified operators seeking recertification should plan to submit their next application for review by the deadline indicated in Table 1.

Any newly WDB funded operators will have up to 18 months from the start date of the contract to submit an application for certification (Table 1).

Certification is based on two parts – Quality Standards (Part I) and Fiscal and Contract/Performance Integrity (Part II). If, after a site visit, the Certification Review Team determines the operator is ready for certification based on the Quality Standards, WDB staff will then inform the Certification Review Team, prior to certification, of any facility, contractual, performance, or fiscal problems with the operator/center(s). The Certification Review Team may issue a certification contingent upon the resolution of the outstanding fiscal, facility, and/or contractual issues within a specific timeframe. Or, the operator may not be certified at all, dependent upon the degree of severity of the fiscal and/or programmatic issues.

If an operator relocates a center within the three-year certification period, the WDB CQI Coordinator must be notified in writing within 30 days of occupancy of the new facility. The Certification Review Team may make a site visit at the new location at its discretion. A new application will **NOT** be necessary in this instance unless the change of facility also coincides with the expiration of the three-year certification period or the change in facility also corresponds with a change in operator, at which time the regular certification process and policies will apply.

If the operator relocates a facility while the certification application is in process, the site visit may be delayed and the application put on hold, so the Certification Review Team may conduct a site visit at the new facility. In that event, if the operator's license expires, since the application is on hold, the status of the license is suspended until such time as the site visit is made.

If you have questions, please contact Sandy Kantor, CQI Coordinator at 951.955.3174 or email at SKANTOR@RIVCOEDA.ORG.