



FLORIDA DEPARTMENT OF
EDUCATION
CAREER AND ADULT EDUCATION

Quality Assurance and Compliance

Virtual Desk Monitoring Review for Pathways to Career Opportunities Grant

Crisis Center of Tampa Bay

October 7-11, 2024

Final Report

TABLE OF CONTENTS

I.	Introduction	1
II.	Authority	1
III.	QAC Core Monitoring Guide.....	1
IV.	Provider Selection	1
V.	Crisis Center of Tampa Bay.....	2
VI.	Monitoring Activities	2
VII.	Observation	3
VIII.	Results	5
IX.	Summary	6

Florida Department of Education
Division of Career and Adult Education

Crisis Center of Tampa Bay
Pathways to Career Opportunities Grant (PCOG)
Quality Assurance and Compliance Monitoring Report

I. INTRODUCTION

The Division of Career and Adult Education (Division) within the Florida Department of Education (Department) has several key responsibilities, including leadership, resource allocation, technical assistance, monitoring and evaluation. These duties require the Division to oversee the performance and regulatory compliance of federal and state funding recipients. The Quality Assurance and Compliance (QAC) office plays a critical role in this process by designing, developing, implementing and evaluating a comprehensive quality assurance system, which includes monitoring. This system aims to ensure financial accountability, program quality and regulatory compliance. As stewards of federal and state funds, it is the Division's duty to regularly monitor the use of workforce education funds and regulatory compliance of providers.

II. AUTHORITY

Pursuant to Section 1008.32, Florida Statutes, Rule 6A-20.046, Florida Administrative Code, the Pathways to Career Opportunities Grant Request for Proposal and the Uniform Grant Guidance, also referred to as 2 Code of Federal Regulations Part 200, the Department is responsible for monitoring programs run by a sub-grantee or provider of supported activities to ensure adherence to relevant federal and state regulations.

III. QAC CORE MONITORING GUIDE

The Core Monitoring Guide is designed to be utilized by any reviewer who is conducting an onsite or desk monitoring of any program currently administered by the Division. The guide includes a brief overview of each aspect of the monitoring design and the process, as well as objectives that can be used when agencies are monitored or reviewed. You can find the guide on the Division's website at <http://fldoe.org/academics/career-adult-edu/compliance>.

IV. PROVIDER SELECTION

The QAC office may apply any specific monitoring strategy to any federal or state-funded provider at any time. Some circumstances may warrant onsite monitoring, desk monitoring review or other strategies regardless of a provider's risk matrix score.

Crisis Center of Tampa Bay monitoring strategy was determined to be a virtual desk monitoring review (VDMR). Notification was sent to Ms. Daniela Luna-Placeres, Contracts & Grants Analyst, on July 23, 2024. The designated representative for the agency was Ms. Daniela Luna-Placeres.

The Division's representative conducting the VDMR was Program Specialist Charles Davis of the QAC.

V. CRISIS CENTER OF TAMPA BAY

Finance

The provider was awarded the following grant(s) for fiscal years 2021-2022, 2022-2023, 2023-2024:

FY 2021-22

<u>Grants</u>	<u>Grant Number</u>	<u>Grant Amount</u>	<u>Unexpended</u>
Pathways to Career Opportunities	89L-90310-2D401	\$ 391,912.00	\$.00

FY 2022-23

<u>Grants</u>	<u>Grant Number</u>	<u>Grant Amount</u>	<u>Unexpended</u>
Pathways to Career Opportunities	89L-90310-3Q501	\$ 331,513.00	\$ 91,917.05

FY 2023-24

<u>Grants</u>	<u>Grant Number</u>	<u>Grant Amount</u>	<u>Unexpended</u>
Pathways to Career Opportunities	51B-90310-4Q001	\$ 558,247.00	\$ 41,420.16

Additional information about the provider may be found at the following web address:

<https://cctb.communityos.org/>

VI. MONITORING ACTIVITIES

The monitoring activities include pre- and post-review planning, an entrance and exit conference, records review and interviews with administrators, if necessary.

Onsite Visits

- Ultimate Medical Academy

Entrance and Exit Conferences

An introductory telephone meeting with Daniela Luna-Placeres took place on July 26, 2024. An exit telephone meeting took place on December 19, 2024 to inform her of the final standing of the monitoring review.

Name	Title	Entrance Conference	Exit Conference
Daniela Luna-Placeres	Contracts & Grants Analyst, Crisis Center of Tampa Bay	X	X
Division Monitoring Team			
Michael Swift	Program Specialist, QAC	X	X
Chuck Davis	Program Specialist, QAC	X	X

Narrative

Crisis Center of Tampa Bay (CCTB), dba TransCare Medical Transportation Services, Inc. (TransCare) is the apprenticeship sponsor and grant applicant. TransCare has selected Nasium Training, LLC (“Nasium”) as a contractual provider of related technical instruction (RTI), through a services agreement with Nasium’s affiliate UMA (Ultimate Medical Academy) (UMA). Established in 1994, UMA is a leader in the nonprofit allied health education field with an existing partnership with CCTB that has produced a track record of successfully training a diverse population. UMA offers accredited campus-based and blended clinical programs to hundreds of students and learners throughout Tampa Bay at its Clearwater campus and accredited content-rich, interactive online programs nationwide to approximately 14,000 students. Nasium is an affiliate organization to UMA, focused on workforce development programs like the apprenticeship program described in this application. By partnering with Nasium, TransCare gets the benefit of UMA’s expertise, translated to the workforce development context. Recruitment Partners TransCare and Nasium have strong relationships with organizations that serve underrepresented and at-risk populations and partner with these organizations for recruitment of apprentices. Several such organizations have formally committed to support recruitment and retention efforts via letters of support including the LWDBs CareerSource Tampa Bay and CareerSource Pinellas.

VII. OBSERVATION

- A. **ADMINISTRATION** refers to the management and supervision of programs, the structure of programs and services, grant oversight and other administrative areas.
- Both Transcare and its contractual RTI partner are well experienced in workplace training. While this is TransCare’s first formal apprenticeship program, the organization has been training Emergency Medical Technicians (EMT) for more than 30 years including implementing a robust certification training and ongoing professional development programs.
 - Within the first year of employment, EMTs receive more than 144 hours of industry relevant or required training to prepare them for their role and ensure that they are current with industry best practices and trends. In addition to training within the first year, TransCare provided EMTs with monthly continued education classes. TransCare’s selection of Nasium to provide the RTI (through a service agreement with UMA) bolstered the collective ability to effectively train apprentices. UMA brought more than 25 years of experience designing and delivering clinical medical education programs for nontraditional students in alignment with healthcare employer needs. UMA’s clinical medical education programs include required externships which are administered within medical facilities with employer partners.
 - The effectiveness of UMA’s clinical programs is evidenced by retention and placement rates at or above 82 percent for all programs. By partnering with Nasium, TransCare gets the benefit of UMA’s proven track record of achieving strong retention, certification and placement outcomes with diverse student populations, translated to the workforce development context.
 - Together, TransCare and Nasium are uniquely positioned to train apprentices to meet the high demand for skilled EMTs in the region.

B. **DATA AND ASSESSMENT** refers to all the data and assessment system components, including test administration, test security, data collection, entry, reporting and procedures. The use of data in program decision-making is also explored and commented.

- Since the provider is not required to report student data through the state data reporting system, no data was verified during the review.

C. **CURRICULUM AND INSTRUCTION** refer to those elements that contribute to student learning and skill acquisition.

- No curriculum and instruction were observed during the monitoring review.

D. **TECHNOLOGY AND EQUIPMENT** refer to a review of the technology and equipment used by students and instructors in the classroom; addresses access, availability, innovation, use and condition.

- All inventory with the value of \$1,000 or more met the criteria set forth by federal, state and local guidelines and is included within their fixed asset system.

E. **RECORDS REVIEW** refers to reviewing the records and documents supporting compliance with federal and state rules and regulations. In addition, a sampling of financial and programmatic records is reviewed.

Documents reviewed were:

- Procedures for finance and procurement
- Policies and procedures for property management
- Inventory records
- Procurement records
- Standards of Apprenticeship manual
- Employee/employer Apprenticeship contract
- Instructional and on the job training manual

F. **FINANCIAL** refers to aspects of the federal fiscal requirements that providers must meet when expending federal funds, including financial management, procurement, inventory management and allowable costs.

- The Chief Financial Officer and Accounting Controller ensures the efficient management of PCOG grant funds. The following components of their financial policies and procedures manual were reviewed:
 - Budget Implementation
 - Cash Management
 - Methods of accounting
 - Fiscal internal controls
 - Records and reporting
 - Inventory Management
 - Procurement
 - Conflict of Interest

- Monitoring staff conducted a budget analysis of CCTB's Department grants. Upon review, it was discovered that multiple object codes included in their final expenditure reports were overspent. This did result in a finding (see Results section). As a result, the monitoring team lead conducted a meeting to discuss the finding and what led to it.

G. COLLABORATION refers to the collaborative agreements, partnerships or memoranda of understanding that are in place to benefit an agency's programs and students.

- CCTB has numerous collaborations and MOUs within the local community. They often offer additional educational and job experiences to students. The list of partners includes but is not limited to the following:
 - CareerEdge
 - CareerSource Tampa Bay
 - CareerSource Pinellas
 - Central Pinellas Chamber of Commerce

VIII. RESULTS

CCTB was found to be out of compliance in the following area:

Finding Number	1
Area	Finance
Finding Summary	A grant budget analysis (GBA) was conducted for CCTB for all grants from 2021-2022 through 2023-2024. There was an error in: Object codes were overspent with no budget amendments submitted.
Finding Detail	<ul style="list-style-type: none"> • FY 2021-22 • PCOG <p>Object codes were overspent with no budget amendments submitted.</p>
Citation	Violation of the Project Application and Amendment Procedures for Federal and State Programs (Green Book), Section B "Project Amendments. Along with 2 CFR 200.308, (b) (c) Revisions of the budget and program plan, and 2 CFR 200.407 , not seeking prior approval before expending funds.
Recommended/ Anticipated Corrective Action	The Contract and Grants Analyst will provide a letter of attestation and plan of corrective action.
Anticipated completion date:	January 31, 2025
Name(s) and Title(s) responsible for corrective action:	Daniela Luna Placeres, Contracts and Grants Analyst, Crisis Center of Tampa Bay
Plan accepted by: Chuck Davis Date:1/27/2025	

Status of Action Plan (to be completed by Division staff)	
Status of CAP: Complete	Date: 1/27/2025

IX. SUMMARY

After completing the monitoring review and receiving any additional information requested, a preliminary report is sent to the provider for their review. The Division monitoring team lead may consider comments at their discretion. Once the final report is approved, it will be sent to the agency head and a copy will be sent to the provider's designated contact person. The final report will also be posted on the Department's website, at:

<http://fldoe.org/academics/career-adult-edu/compliance>

Once all outstanding corrective action plan items have been completed (when applicable), the Division will issue a closure letter to the agency head and designated contact person. This letter will signify the end of the monitoring process and that no further action is required.

On behalf of the Division, the monitoring team would like to extend their appreciation to all participants in the Crisis Center of Tampa Bay VDMR. A special thanks is offered to Ms. Daniela Luna-Placeres for her participation and leadership during this process.



Please address inquiries regarding this report to:

Kara Kearce
Director of Quality Assurance and Compliance
Kara.Kearce@fldoe.org
(850) 245-9033

Florida Department of Education
Division of Career, Technical and Adult Education
325 West Gaines Street · Room 722A
Tallahassee, Florida 32399

