

QUALITY CONTROL RESPONSE

Each step of this program has been developed with continuous quality control practices in mind. Below are the processes that are in place to ensure consistent quality control:

Program Quality Control

- Assessment Surveys:
 - Administered at the outset of the program using validated questionnaires to capture data from participants. This data will be included in the reports submitted to the County.
- Satisfaction Surveys:
 - Administered to ensure services delivered were effective, met the needs of the participant.
- Technology:
 - Using secure technology to capture and store client data in accordance with ruling privacy policies.
- Legal Guidelines:
 - Adhering to all legal guidelines for obtaining, storing, and reporting participants' confidential/personal data i.e. GDPR, HIPAA (this is particularly important for programs dealing with patient information and youth)
- Strategic Partnership Agreements/Memorandums of Understanding between RER Consulting Enterprise with partners, consultants and service providers provide detailed scopes of work and the roles for the entire team during the Program's engagement.
- Course Correct in instances that adjustments must be made during the implementation of the model based on results from surveys and participant feedback.

Staff and Operations

- Staff
 - Hiring Subject Matter Experts and Professionals.
 - Regular staff/partner meetings to discuss Program implementation and progress.

Participation Goals

- Set monthly goals for recruitment of businesses and individual jobseekers. Enrollment results will be included in monthly reports.

Operations

- Using RER's SOP and PAP to ensure consistency in the quality and performance of services provided to clients.
 - RER dedicated equipment with layered security.
 - Use internal controls and processes for implementing the program with tracking tools to ensure scheduling, deliverables and outcomes.
 - Proprietary and copyrighted modules.
 - Internal reports to summarize participation with partners, clients and the County
 - Monthly reports generated internal (RER) and External (to the County)
 - Final Reports generated internal (RER) to assess the overall outcomes, lessons learned and provide a final report with data, executive summary and public inputs to improve quality of life and engagement with youth in underserved areas of Miami-Dade County.
- **Post Program Data-Mining**
 - RER will retain all work product for a period of two (2) or three (3) years (RER to pick the time period) post program engagement.