

# Migrant Education Training Support

Module 6 – Systems for Quality and Action  
Planning

Enhancing Quality Control Processes  
*Quality Control*

## Goal and Objectives

**Goal:** The recruiter will know how to implement quality control activities.

**Objectives:**

After completing this module, the participant will be able to:

- Explain the basic principles of quality control, including process-oriented defects, product-oriented defects, and the importance of detecting and correcting errors quickly.
- List and describe the federal and state requirements for ensuring the quality of child eligibility determinations.

Con't

## Goal and Objectives (Con't)

- Identify the components of an effective quality control system.
- Demonstrate how to conduct basic process-oriented ID&R quality control activities.
- Demonstrate how to conduct basic product-oriented ID&R quality control activities.
- Explain the benefit of having an effective quality control system and the consequences of having an ineffective system.

## What Is Quality Control?

- Quality control is a **process** used to ensure acceptable levels of quality in a product or service at the lowest possible cost

## Types of Quality Control Activities

- Process-oriented: look to see if mistakes happen during the process
- Product-oriented: look at the final product to see if it meets standards

## CFR Rules and Regulations

### §200.89 (d)

- States must implement a quality control system for the proper identification and recruitment of eligible migratory children.
- The system of quality control must include, at a minimum, the following components:

(con't)

## CFR § 200.89(d) (1)

- Training to ensure that recruiters and all other staff involved in determining eligibility and in conducting quality control procedures know the requirements for accurately determining and documenting child eligibility under the MEP.

## CFR § 200.89(d) (2)

- Supervision and annual review and evaluation of the identification and recruitment practices of individual recruiters.

## CFR § 200.89(d) (3)

- A formal process for resolving eligibility questions raised by recruiters and their supervisors and for ensuring that this information is communicated to all local operating agencies.

## CFR § 200.89(d) (4)

- An examination by qualified individuals at the SEA or local operating agency level of each COE to verify that the written documentation is sufficient and that, based on the recorded data, the child is eligible for MEP services.

## CFR § 200.89(d) (5)

- A process for the SEA to validate that eligibility determinations were properly made, including conducting prospective re-interviewing as described in paragraph (b)(2).

## CFR § 200.89(d) (6)

- Documentation that supports the SEA's implementation of this quality control system and of a record of actions taken to improve the system where periodic reviews and evaluations indicate a need to do so.

## CFR § 200.89(d) (7)

- A process for implementing corrective action if the SEA finds COEs that do not sufficiently document a child's eligibility for the MEP, or in response to internal State audit findings and recommendations, or monitoring or audit findings of the Secretary.

# Training

## Who

- Department of Education
- School Districts
- Agencies
- Recruiters
- Coordinators

# Training

## What

- Training for all staff
  - Fall training
  - Summer training
  - As required by State
- Certification for new recruiters – training, assessment, and the following fieldwork:
  - Interviewing protocol (minimum interviews, accompanied by approved and experienced recruiter, staff member or state approved person)
  - COE protocol (successful completion of COE, accompanied by approved and experienced recruiter, staff member or state approved person)

# Training

## Where

- Recruiter's ID&R Training Institute
- Local or regional training
- National Conference

## Training

### When

- During School Year – Specify date
- Before summer recruitment begins
- As specified by SEA or LEA

## Training

### Why

- Comply with Federal rules and regulations
- State requirements, procedures, and policies
- Local requirements, procedures, and policies
- Services to eligible migrant children and youth

# Training

## How

- Agreements and Cooperation by SEA and LEAs - Contracts/MOUs
- Funding/Allocations
- Other

## Purpose of Quality Control in the Migrant Education Program (MEP)

- Determine whether *eligible* migrant children are in the program
- Find children incorrectly determined to be eligible
- Identify problem areas and how to fix them

## An Identification and Recruitment (ID&R) Quality Control System Must Have

- Process-oriented activities: Inspect the process of determining child eligibility
- Product-oriented activities: Inspect the child eligibility determination itself

## Process-Oriented Quality Control

- Looks at every action a recruiter makes to determine a child's eligibility for the MEP
- Attempts to identify where errors most likely to occur

## Possible Process-Oriented Errors by Recruiters

- Gathering incorrect information in the interview
- Not asking enough questions
- Forgetting to ask key question
- Ignoring pertinent facts
- Misunderstanding the law or regulations/non-regulatory guidance

## Product-Oriented Quality Control

- Administrator “inspects” the final product
  - Checks eligibility determinations after they are made
  - Re-interviews migrant families to see if proper determinations were made

## Possible Product-Oriented Errors by Recruiters

- Accuracy on Certificate of Eligibility (COE)
- Not correcting errors on State forms

## Therefore, a Quality Control Process Must Consist Of:

- Training the recruiter
- Monitoring eligibility by:
  - Peer reviews of ID&R activities
  - Reviewing face validity of COEs
  - Validating child eligibility determination
- Evaluating quality control results and using them to improve the ID&R process