

Department of Public  
Health and Human Services

SECTION:

INTRODUCTION

WoRC GUIDELINES MANUAL

SUBJECT:

Program Improvement Plan (PIP)

### **WRITTEN REPORT AND PROGRAM IMPROVEMENT PLAN (PIP):**

The findings of the on-site/desk review based upon TEAMS and other reports will be reported in writing to the contractor and the County Director within two to four weeks of the review date. The WoRC unit will be cc'd and will distribute the report to interested Central Office staff.

- ▶ The review report will be narrative in format and will address all issues covered in the review. A written response from the Contractor will be required for each review report. If there are no deficiencies, the response may be an acknowledgment of the report.
- ▶ If the written report identifies deficiencies, the Department will request the program provide a written response to the report titled a Program Improvement Plan or PIP, detailing the action and timelines the Contractor proposes for addressing the areas of concern.

**NOTE:** The review report will not be altered, however, any correspondence associated with the report will be attached and retained in the contract file.

### **WHAT MIGHT BE IDENTIFIED AS A DEFICIENCY?**

During each review and for each file that is reviewed the WoRC Monitors use a specific form (copy at the end of this section). For each file reviewed they look for all 10 points specified on the form.

Deficiencies that will require a specific action are: missing forms, incorrect coding/descriptions, lack of timesheets/third party verifications, activities reconciled without supporting documentation, lack of content in case notes, incorrect usage of supportive services, etc.

### **PROGRAM IMPROVEMENT PLAN PROCESS**

The goal of the Program Improvement Plan is to obtain a written response to the review so there is transparent accountability on the part of both the Department and the Contractor. The PIP must be submitted to the Department within thirty (30) calendar days from the date of the review report.

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When the Contractor submits the PIP, the WoRC Monitor will review it and determine if it addresses the deficiency identified in the review process. If the PIP adequately addresses all deficiencies, a note is sent to the Contractor accepting their PIP and establishing a date for review of the PIP and progress made on the concerns.

**NOTE:** If a contractor disagrees with the written report, they can offer a written explanation or their own view, sending the letter to both the monitor and TANF Unit supervisor. A conference call is then set to openly discuss the different views. A contractor can also call the Public Assistance Bureau Chief or the Division Administrator.

## **PIP LETTER FORMAT AND EXAMPLES**

► The Program Improvement Plan is the document that outlines the program's response to the monitor on site and desk reviews. The focus of the Program Improvement Plan needs to be:

1. How were cases corrected;
2. How are the deficiencies addressed with program staff; and
3. The actions taken to prevent future issues.

### **► PIP FORMAT:**

- Business letter format.
- List the areas of concern as noted on the last page of the review.
- In narrative form, address how the cases were corrected.
- Address the training for program staff to address each deficiency.
- Address plans to avoid the same deficiency in the future.
- Name and date of individual preparing the report.
- Copies must be emailed to WoRC Monitor and County Director.

## **PIP RESPONSE EXAMPLES:**

### DEFICIENCY

The activity descriptions must include the activity details such as times, days, locations, name of school, number of credits and the number of supervised study hours. (SRAM – specific, reasonable, achievable, and measurable).

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### RESPONSE

1. WoRC Case Managers have primary responsibility for updating activity descriptions on the Employability Plans and making sure they are correctly reflected on the EMPL/EMPS screens. Weekly random peer reviews and reviews by the supervisor will provide a 3<sup>rd</sup> level of review to ensure the EMPS screen is as accurate as possible.
2. All case managers will review employability plans at the weekly case planning meeting to ensure that current activities are negotiated. The requirement for specific details for CSP, WEX placement and STT on the EMPL activities descriptions have been reviewed with all case managers.
3. The case manager will write the WEX activity description using the SRAM method. A recurring monthly event will be entered on each case manager's calendar to remind them to review EMPL ensuring that the WEX activity description is up to date and reflects the WEX placement for the current month. Training on writing activity descriptions using the SRAM method will be provided to each case manager.

### DEFICIENCY

Contact notes must be entered on TEAMS within 3 days of contact.

### RESPONSE

1. A review of required contacts frequency and case notes was completed with the WoRC Monitor at the exit interview. The WEX Coordinator and JBS Supervisor will assist case managers by entering weekly and/or bi-weekly case notes when they have direct contact with the client and/or work site supervisor. Again, weekly random peer reviews will add an additional check to ensure contact notes are entered timely.
2. The WoRC Guidelines addressing case note entry deadlines has been reviewed with all case managers.

General information on new or existing procedures may also be included:

1. Our program staff has discussed and reviewed all the issues addressed as the result of this monitoring and all have been involved in preparing our responses. As a result, we have initiated peer reviews of caseload lists which we have found to be beneficial in finding errors in activity descriptions, reconciliation, failure to input amended EP's, use of holiday hours, HNC hours and excused absence hours.

**Please contact your monitor with any questions or for further explanation.**