

Department of Public  
Health and Human Services

SECTION:

INTRODUCTION

WoRC GUIDELINES MANUAL

SUBJECT:

Corrective Action

### CORRECTIVE ACTION:

\*Programs newer than six months will not be placed in Corrective Action.

If the Contractor fails to submit a written PIP within the thirty (30) calendar days, the Department will **immediately undertake a written amendment to the contract setting forth any corrective action needed, timelines within which corrective action must occur and timelines for further reviews.** If these corrective actions are not completed within the designated timelines, the Department may terminate the contract. If follow-up or corrective action is required, it will be included in the written report, complete with the details of requirements and timeliness.

**If the Contractor timely submits a written PIP that is found to be unsatisfactory to the Department,** the Department will mail/email the Contractor a written response within fifteen (15) days of receipt of the PIP rejecting it. If the Department rejects the PIP, the Department will identify the reasons for its rejection in its written response. The Contractor must then submit within ten (10) calendar days from receipt of the Department's response a Revised Program Improvement Plan (RPIP) detailing actions and time lines the Contractor proposes for correcting the deficiencies causing Contractor noncompliance, and addressing the reasons the Department identified in its response for rejecting the PIP. If the Contractor fails to submit an RPIP within ten (10) calendar days, or if the Department determines the RPIP is not acceptable to the Department, the Department may **immediately undertake a written amendment to the contract setting forth any corrective action needed, timelines within which corrective action must occur and timelines for further reviews.** If these corrective actions are not completed within the designated timelines, the Department may terminate the contract.

If the Department accepts a written RPIP, the Department will establish a date for evaluation of the Contractor's progress of the Plan. If at the time of evaluation the Department determines the Contractor has not made satisfactory progress, the Department may **undertake a written amendment to the contract setting forth any corrective action needed, timelines within which corrective action must occur and timelines for further reviews.** If these corrective actions are not completed within the designated timelines, the Department may terminate the contract.

Copies of any audits involving WoRC/Temporary Assistance for Needy Family block grant, Supplemental Nutrition Assistance Program funds, or Refugee Program funds will be supplied to the Department.

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**FOLLOW-UP CORRECTIVE ACTION:**

Programs will be given recommendations and requirements for improvement in specific areas of need. There may be a 90-day follow-up visit scheduled.

1. Programs out of compliance with the requirements will be placed in corrective action and will be informed of all areas needing improvement. Within 30 days, the operator must submit a detailed written plan outlining the processes and procedures that will be used to bring the program into compliance. This is also known in the contract as the Program Improvement Plan.
2. The operator will have 90 days to show improvement. If satisfactory progress has not been achieved in the 90-day improvement plan period, a formal corrective action amendment to the contract will occur. This amendment will list deficiencies, expectations, and a time frame in which termination of contract may occur if satisfactory improvement has not occurred.
3. Follow-up training and/or technical assistance visits may be scheduled, as needed. The WoRC program and the County Director will be notified, either in writing or by phone, of these visits.