



## CORRECTIVE ACTION PLANS

Department: Office of Economic & Workforce Development

Effective Date: July 1, 2008

Policy/Procedure #: WIA109-A

Supersedes: N/A

### Overview

Corrective Action Plans are a means of creating and documenting a performance improvement plan designed to keep agencies remain on track to reach performance expectations and/or to bring an agency that has not met one or more of the minimum performance expectations back into compliance with OEWD requirements.

### Performance Trending and Projected Goals

When a review of an agency's trending patterns suggests that performance goals may not be met in the prescribed timeline (as indicated by the established goals) OEWD's Contract Compliance Specialist may request that the agency create and submit a ***Proactive Corrective Action Plan*** no later than ten (10) business days after OEWD requests the plan. Recognizing downward trends and creating an action plan prior to the end of any reporting period better positions the agency to reach their desired goals. The ***Corrective Action Plan Template*** is included with this policy/procedure.

### Failure to Meet Minimum Performance Expectations

When an agency fails to meet the minimum performance expectations in any given quarter, the OEWD Contract Compliance Specialist will require the agency to draft and submit a ***Corrective Action Plan*** no later than ten (10) business days after OEWD requests a plan. The ***Corrective Action Plan Template*** is included with this policy/procedure. If an agency fails to meet one or more performance expectations for two consecutive quarters, OEWD may exercise the right to transfer participants and any remaining grant funds to another agency.

### Reporting Errors or Concerns

When OWED's Contract Compliance Specialist identifies concerns about the validity of an agency's reporting methods or outcomes or regular reporting errors, he/she may request a ***Corrective Action Plan*** be created and submitted no later than ten (10) business days after OEWD requests the plan to help ensure reporting issues do not continue. The ***Corrective Action Plan Template*** is included with this policy/procedure.

### Transferring Affected Participants & Grant Funds to Other Agencies

If an agency fails to meet one or more of the minimum performance expectations for two consecutive quarters or when fraudulent use of WIA funds or fraudulent reporting has been identified, OWED may exercise the right to transfer affected participants and any remaining grant funds to another agency.

**Plan Follow Up**

When an agency is implementing a Corrective Action Plan, OWED's Contract Compliance Specialist will follow up with the agency representative responsible for the plan implementation monthly (or more regularly if as deemed necessary by OEWD) to ensure the plan is being followed and that progress is being made.