

Monitoring and Oversight Policy No. MP-305

Subject: Corrective Action

Effective: PY04- 13/12/2004

BACKGROUND:

The corrective action and technical assistance plan gives WCCNM service providers the opportunity to identify and request technical assistance needed to improve performance. Section 666.420 of the Workforce Investment Act requires sanctions for poor performance.

POLICY:

WCCNM service providers shall submit corrective action plans to the WCCNM Administrative Entity within 30 days following the receipt of their annual performance outcomes. The corrective action plan shall address performance measures that fall below 80% of the negotiated level.

Until and unless changed by Federal, state or local rule, the following apply to each performance measure:

- 1) Exceed Performance is a performance result that is 101% or higher of a negotiated performance level
- 2) Meets Performance is a performance result between 80% and 100% of a negotiated performance level
- 3) Does Not Meet Performance is a performance result that is less than 80% of a negotiated performance level.

Following receipt of a service provider's corrective action plan, WCCNM will submit that plan to the State Administrative Entity. Performance measures are described earlier in this Manual.

PROCEDURE:

Should a service provider fail to meet one or more negotiated performance levels in a single program year, a corrective action plan is required.

WCCNM's corrective action and technical assistance plan shall include, at a minimum, the following:

- a. a list of the performance measure(s) for which WCCNM failed to achieve at least 80 percent and the actual percentage achieved for each

- b. a detailed explanation and analysis of why WCCNM failed to achieve the minimum 80 percent level
- c. a description of the corrective action to be taken and the timeline for such actions to ensure that the minimum 80 percent performance will be achieved in subsequent program years
- d. identification and request of technical assistance needed to ensure successful performance, to include the source and type of assistance
- e. a monitoring plan and timelines

WCCNM's corrective action and technical assistance plan for Year Two shall include all of the above as well as an analysis of why the corrective action and technical assistance plan for Year One was unsuccessful.

WCCNM may apply to the State Administrative Entity for technical assistance funds for failure to meet performance measures but such funds may *not* be provided for administrative costs, staff salaries or benefits, out-of-state travel, meals or refreshments, capital equipment purchases, including computers or other equipment.

APPLICABILITY:

Adult, Dislocated Worker and Youth Providers.

INQUIRIES:

WIA Manager 505-247-1750