

STANDARDS



COE DEVELOPED CSBG
ORGANIZATIONAL STANDARDS

Quality Improvement Plan (QIP) Tracking Form

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Proposed QIP/Corrective Action Plan Definitions

Community Action Agencies (CAAs), like all entities, go through cycles of performance. To help address challenges when they arise, a variety of technical assistance is conducted. While OCS IM 116 addresses State CSBG Office development of Quality Improvement Plans when CAA deficiencies are identified, it is silent on how State CSBG Offices should address issues that don't rise to that high level of concern. In addition, the terms corrective action, Corrective Action Plan, and Quality Improvement Plan are used differently across the US.

It is recommended that OCS and State CSBG Offices consider providing for additional levels of technical assistance and quality improvement before a Corrective Action Plan is required. A continuum of assistance would better address the range of needs between desired performance improvement and violations of law.

Definitions:

- **Corrective Action**-Activities completed by a CAA within a Quality Improvement Plan or a Corrective Action Plan to correct identified problems or concerns. This can include the steps needed to improve overall performance, address an Organizational Standard that has not been met, or focus on serious deficiencies.
- **Quality Improvement Plan**-The Quality Improvement Plan (QIP) is designed to assist State CSBG Office and CAA staff to identify and monitor progress in addressing CAA performance issues identified through routine CSBG monitoring activities which do not involve violations of law or pose chronic or acute risks to the financial, reputational or operational viability of the organization. Failure to fully implement a QIP may lead to the creation of a Corrective Action Plan.
- **Corrective Action Plan**- A Corrective Action Plan (CAP) is designed to assist State CSBG Office staff to document and intensively track actions by CAAs designated as "at-risk", or otherwise designated as requiring corrective action to address and resolve violations of laws and/or conditions as detailed by State procedures which pose chronic or acute threats to the financial, reputational or operational viability of the entity. Failure to fully implement a Corrective Action Plan may lead to States taking additional corrective action or, if warranted, action to de-designate the CAA.

The attached Tracking Form template has been designed to provide assistance to State CSBG Offices in developing both Quality Improvement Plans and Corrective Action Plans and can be modified/adapted by states for their own use.

DRAFT STATE QUALITY IMPROVEMENT PLAN/CORRECTIVE ACTION PLAN TRACKING FORM*

AGENCY NAME: _____

QIP: _____ Corrective Action Plan _____

MONITOR NAME: _____

DATE FORM COMPLETED: _____

Assessment Performance Area	Performance Improvement Deliverable	Deliverable Deadline	Person Responsible	Progress Review Date	Previous Finding and Date	Previous Actions Taken	Action Status**			Comments - Updates
							NS	UW	C	
Consumer Input										
Community Engagement										
Community Assessment										
Organizational Leadership										
Board Governance										
Strategic Planning										
Financial Operations and Oversight										
Human Resource Management										
Data and Analysis										
State Supplements										
Other										

* Please attach other documents as needed and appropriate. Form may be modified/adapted, as needed, by State CSBG Offices. Form may be completed quarterly or as frequently as needed.

** NS (Not Started) UW (Underway) C (Task Completed)