

Purpose: Resolution activities identify those specific steps/strategies to be taken by the provider that will address and resolve either non-compliance or the lack of achievement with performance indicators, or both.

SYSTEM IMPROVEMENT PLAN

When a provider is unable to meet the projected level of performance on specific indicators, a System Improvement Plan is required. Should program areas already require a plan, duplication is not required; however, the approved form shall be used. The purpose of the plan is to target specific indicators for improvement. The following components shall be included in the plan:

- A statement of the purpose/goal of the plan
- Most current data applicable to the performance measure(s) or indicator(s)
- Strategies the provider will implement to assure it is reaching the goals/target
- Person(s) responsible for implementation of the strategy(ies)
- Evidence of change to enable any party to identify the effectiveness of the strategy(ies) and achievement of the desired outcome

Quality Assurance staff shall work in concert with other Division staff to ensure consistency with the requirements, review, and approval of Improvement Plans.

Florida Department of Education
Workforce Education

System Improvement Plan

Grant Name and #:		Provider:		DOE Team Leader:	
Date(s) of Monitoring:		Provider Contact Name, Telephone, E-mail:		Date of Submission:	
Indicator / Current Data	Improvement Strategies	Person Responsible	Evidence of Change	Projected Date of Completion	

Indicator / Current Data	Improvement Strategies	Person Responsible	Evidence of Change	Projected Date of Completion
Date	Status Reports / Completed / Pending:			

Agency Monitoring Contact Signature_____

Agency Administrator Signature_____

CORRECTIVE ACTION PLAN

Once a Self-Assessment or a Bureau monitoring activity is conducted, items of non-compliance are identified. In order to ensure the correction of those items, a Corrective Action Plan is developed. The Corrective Action Plan must identify the finding and the specific activities the provider will implement to ensure corrective action has been completed to achieve full compliance. Dates of completion are expected. The Quality Assurance Staff may work with the provider to ensure that the Plan is comprehensive and timely. All Corrective Action Plans must be approved by the Director of Quality Assurance. Failure to develop or implement approved resolution plans will be addressed through enforcement activities. The following components shall be included in the plan:

- A statement of the finding
- Action(s) by the provider to correct the finding and ensure full compliance
- Person(s) responsible for implementation of the corrective actions
- Evidence of change to enable any party to identify the effectiveness of the actions taken to ensure full compliance

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Corrective Action Plan

Grant Name and #:		Provider:		DOE Team Leader:
Date(s) of Monitoring:		Provider Contact Name, Telephone, E-mail:		Date of Submission:
Citation / Finding	Corrective Action Strategies	Person Responsible	Evidence of Change	Projected Date of Completion

Citation / Finding	Corrective Action Strategies	Person Responsible	Evidence of Change	Projected Date of Completion
Date	Status of Action Completed / Pending:			

Agency Monitoring Contact Signature_____

Agency Administrator Signature_____

TARGETED TECHNICAL ASSISTANCE

Non-Compliance As areas of non-compliance are identified locally or across the state, targeted technical assistance may be provided to support full compliance and systemic change for program improvement.

Areas of Identified Need Targeted technical assistance addresses specific areas of identified need for an individual provider, a group of providers, or statewide, based on the frequency of the identified need. This need may be identified through federal or state reviews and/or audits that demonstrate repeated issues of non-compliance thus, the need for systemic change. For example, targeted technical assistance may be provided statewide as a result of a monitoring finding to ensure that the resolution is consistently and adequately interpreted and addressed. Targeted technical assistance may be provided by the Quality Assurance Team, other Division or DOE staff, or through other sources outside the department.

Use of Technology A myriad of delivery modalities are appropriate, including: telephone calls, e-mails, conference calls, PowerPoint presentations, technical assistance papers, and onsite visits. The assistance would include verification or other activities to ensure that this strategy has obtained the desired result. Appropriate targeted technical assistance topics will be developed as the Quality Assurance System evolves.