

CORRECTIVE ACTION PLAN (CAP)
Michigan Department of Health and Human Services
Division of Child Welfare Licensing

Facility Name West Michigan Partnership for Children	License # CB410381414	Date 8/12/2021
Type of Inspection <input checked="" type="checkbox"/> Renewal/Interim <input type="checkbox"/> Special Investigation#		

Inspecting/Investigating consultant name Kari Muntean Michigan Department of Health and Human Services – Division of Child Welfare Licensing		
Address 213 Sheldon Ae SE		
City Grand Rapids	State MI	Zip Code 49503

Description of CAP (Optional)

In response to the above noted licensing inspection/investigation, please accept the following corrective action plan to bring the facility into compliance with licensing rules.

Licensing Rule Violation	Is this a subsequent violation for the same rule within 2 years? Yes No	Plan for compliance achievement. If this is a subsequent violation for the same rule, explain why the previous CAP was unsuccessful.	Individual responsible for CAP implementation	Time frame for implementation	Plan for ongoing maintenance, including time frame	Date implemented or completed on
R40012212 Personnel records.	No	Implement electronic payroll and HR system (Workforce Go) that includes mandatory checklists for all required documents related to new staff.	Director of PQI and CEO	August 1, 2021	Quarterly review by finance team.	August 1, 2021
Medical - Initial	Yes	<p>The COVID-19 pandemic has continued to impact performance throughout the year.</p> <p>Performance will be monitored monthly and formally reviewed with each PAFC quarterly. As part of the review process, WMPC will develop individual performance improvement plans with each agency. These plans will outline improvement activities each agency will undertake in order</p>	PQI Manager	<p>August 18, 2021 and on-going</p> <p>September 30, 2021</p>	Formal performance review quarterly through contract management meetings. Monthly monitoring through WMPC coordinators.	

to achieve compliance. These plans will be reviewed and updated quarterly.

As part of the performance improvement plan, WMPC will work with agencies to develop a framework for notifying workers of upcoming appointments and reviewing appointments that were missed or not completed timely. WMPC will also monitor upcoming appointments through the book of business on a monthly frequency to support the agency in preventing untimely visits.

Examples of other forward looking performance improvement and corrective action activities that WMPC will monitor are:

- Calendaring upcoming appointments for case managers.
- Sending letters of appointments

		<p>to care givers.</p> <p>The performance dashboards that were developed last year will be utilized to identify any trends in the population not receiving timely medicals. This will also feed into the reviews and performance improvement plans.</p> <p>WMPC will facilitate a monthly meeting with the PQI leads at each agency to share and standardize best practices related to preventing and learning from untimely visits.</p>				
Medical - Periodic	Yes	<p>The COVID-19 pandemic has continued to impact performance throughout the year.</p> <p>Performance will be monitored monthly and formally reviewed with each PAFC quarterly. As part of the review process, WMPC will develop individual performance improvement plans with each agency.</p>	Director of PQI, PQI Manager, and coordinators	<p>August 18, 2021 and on-going</p> <p>September 30, 2021</p>	Formal performance review quarterly through contract management meetings. Monthly monitoring through WMPC coordinators.	

These plans will outline improvement activities each agency will undertake in order to achieve compliance. These plans will be reviewed and updated quarterly.

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Examples of other forward looking performance improvement and corrective action activities that WMPC will monitor are:

- Calendaring upcoming appointments

		<p>for case managers.</p> <ul style="list-style-type: none"> • Sending letters of appointments to care givers. <p>The performance dashboards that were developed last year will be utilized to identify any trends in the population not receiving timely medicals. This will also feed into the reviews and performance improvement plans.</p> <p>WMPC will facilitate a monthly meeting with the PQI leads at each agency to share and standardize best practices related to preventing and learning from untimely visits.</p>				
Dental - Initial	Yes	<p>The COVID-19 pandemic has continued to impact performance throughout the year.</p> <p>Performance will be monitored monthly and formally reviewed with each PAFC quarterly. As part of the review</p>	Director of PQI, PQI Manager, and coordinators	<p>August 18, 2021 and on-going</p> <p>September 30, 2021</p>	Formal performance review quarterly through contract management meetings. Monthly monitoring through WMPC coordinators.	

process, WMPC will develop individual performance improvement plans with each agency. These plans will outline improvement activities each agency will undertake in order to achieve compliance. These plans will be reviewed and updated quarterly.

As part of the performance improvement plan, WMPC will work with agencies to develop a framework for notifying workers of upcoming appointments and reviewing appointments that were missed or not completed timely. WMPC will also monitor upcoming appointments through the book of business on a monthly frequency to support the agency in preventing untimely visits.

Examples of other forward looking performance improvement and corrective action activities that

		<p>WMPC will monitor are:</p> <ul style="list-style-type: none"> • Calendaring upcoming appointments for case managers. • Sending letters of appointments to care givers. <p>The performance dashboards that were developed last year will be utilized to identify any trends in the population not receiving timely dentals. This will also feed into the reviews and performance improvement plans.</p> <p>WMPC will facilitate a monthly meeting with the PQI leads at each agency to share and standardize best practices related to preventing and learning from untimely visits.</p>				
Dental - Yearly	Yes	<p>The COVID-19 pandemic has continued to impact performance throughout the year.</p> <p>Performance will be monitored</p>	Director of PQI, PQI Manager, and coordinators	<p>August 18, 2021 and on-going</p> <p>September 30, 2021</p>	Formal performance review quarterly through contract management meetings. Monthly monitoring through WMPC coordinators.	

monthly and formally reviewed with each PAFC quarterly. As part of the review process, WMPC will develop individual performance improvement plans with each agency. These plans will outline improvement activities each agency will undertake in order to achieve compliance. These plans will be reviewed and updated quarterly.

As part of the performance improvement plan, WMPC will work with agencies to develop a framework for notifying workers of upcoming appointments and reviewing appointments that were missed or not completed timely. WMPC will also monitor upcoming appointments through the book of business on a monthly frequency to support the agency in preventing untimely visits. Examples of other forward looking

		<p>performance improvement and corrective action activities that WMPC will monitor are:</p> <ul style="list-style-type: none"> • Calendaring upcoming appointments for case managers. • Sending letters of appointments to care givers. <p>The performance dashboards that were developed last year will be utilized to identify any trends in the population not receiving timely dentals. This will also feed into the reviews and performance improvement plans.</p> <p>WMPC will facilitate a monthly meeting with the PQI leads at each agency to share and standardize best practices related to preventing and learning from untimely visits.</p>				
Children's Foster Care Timely Case Service Plan Approvals	Yes	Performance will be monitored monthly and formally reviewed with each PAFC	Director of PQI, PQI Manager, and coordinators	August 18, 2021 and on-going		

quarterly. As part of the review process, WMPC will develop individual performance improvement plans with each agency. These plans will outline improvement activities each agency will undertake in order to achieve compliance. These plans will be reviewed and updated quarterly.

As part of the performance improvement plan, WMPC will work with agencies to develop a framework for notifying supervisors of upcoming approval due dates and reviewing approvals not completed timely. WMPC will also monitor upcoming due dates through the book of business on a monthly frequency to support the agency in preventing untimely approvals. WMPC will work with agencies to send notification of approval due dates

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a week in advance to ensure enough time for comments and amendments before approval.

WMPC will work with agencies to provide protected time for supervisors to complete administrative tasks associated with plan approvals.

The performance dashboards that were developed last year will be utilized to identify any trends in the population not receiving timely plan approval. This will also feed into the reviews and performance improvement plan.

WMPC will facilitate a monthly meeting with the PQI leads at each agency to share and standardize best practices related to preventing and learning from untimely approvals.

Supervisor Oversight	No	<p>Supervisor Oversight reports in Infoview do not currently capture meetings occurring through alternative means (video). True performance is unknown, but historically performance in this area has remained consistent and above the target. WMPC will continue to monitor frequently.</p> <p>Performance will be monitored monthly and formally reviewed with each PAFC quarterly. As part of the review process, WMPC will develop individual performance improvement plans with each agency. These plans will outline improvement activities each agency will undertake in order to achieve compliance. These plans will be reviewed and updated quarterly.</p> <p>The performance dashboards that were developed</p>	Director of PQI, PQI Manager, and coordinators	<p>August 18, 2021 and on-going</p> <p>September 30, 2021</p>	Formal performance review quarterly through contract management meetings. Monthly monitoring through WMPC coordinators.	
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		last year will be utilized to identify any trends in the population not receiving timely oversight. This will also feed into the reviews and performance improvement plans.				
Adoption Finalizations	Yes	<p>Performance will be monitored monthly and formally reviewed with each PAFC quarterly. As part of the review process, WMPC will develop individual performance improvement plans with each agency. These plans will outline improvement activities each agency will undertake in order to achieve compliance. These plans will be reviewed and updated quarterly.</p> <p>The performance dashboard developed for adoption finalization enables managers to see their progress against individual agency targets. WMPC will use this dashboard with the agencies monthly to</p>	Director of PQI, PQI Manager, and coordinators	August 18, 2021 and on-going	Formal performance review quarterly through contract management meetings. Monthly monitoring through WMPC coordinators.	

		<p>identify the number of children that need to have adoption finalizations to meet the performance target.</p> <p>WMPC will also monitor and report on average time to adoption for each agency and work with agencies to improve timely documentation.</p> <p>WMPC will facilitate a monthly meeting with the PQI and adoption leads at each agency to share and standardize best practices related to preventing and learning from delays from adoption finalizations.</p>				
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Corrective Action Plans must be signed by the Chief Administrator.

The Chief Administrator must sign the initial corrective action plan (required).

Signature Sonia Noorman	Title Chief Executive Officer	Date 9/10/2021
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Signature Nate Roggenbaum	Title Director of PQI	Date 9/10/2021
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Signature	Title	Date
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Signature	Title	Date
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**Please accept my signature as confirmation this corrective action plan has been fully implemented.
(Must be signed by the Chief Administrator).**

Signature Sonia Noorman	Title Chief Executive Officer	Date 9/10/2021
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