

JWB Program Progressive Discipline Plan

It is the responsibility of Program Administration, Program Evaluation, and Program Finance to develop and implement performance management in accordance with JWB Board policy. The steps are intended to give providers every opportunity to improve service delivery and outcomes for Pinellas children and families through a shared commitment to quality.

Verbal/Written Communication

Letter of Non-Compliance

Performance Improvement Plan

Corrective Action Plan

Administrative, Financial, and/or Programmatic concerns are identified by JWB staff and <u>informally</u> communicated both verbally and in writing to the provider. Technical assistance is provided. Staff inform JWB Senior Management	A Letter of Non-Compliance (LONC) is issued when technical assistance is not having the desired outcome. These concerns are <u>formally</u> communicated to the provider through the LONC process which includes: - JWB/Provider meeting outlining the concerns - LONC that summarizes the meeting, expectations set forth, the request for a Provider written plan of action, and the plan for follow-up Provider plan of action is reviewed internally. Documents are filed in JWB Provider file. Advanced or Intensive technical assistance is provided. Senior Management informs JWB Executive	A Performance Improvement Plan (PIP) is established when <u>progressive and ongoing concerns</u> are identified. This could include but is not limited to: - Provider plan of action not being met - Critical concerns that arise - Advanced or intensive technical assistance not having the desired outcome, has been required for more than six months or the nature of the assistance becomes less routine A PIP will include: - specific strategies, actions, and timelines to resolve serious administrative,	A Corrective Action Plan (CAP) is established when but is not limited to: - A PIP that has not been fully successful - Critical <u>deficiencies</u> arise that require immediate action. A CAP will include: - specific strategies, actions, and timelines to resolve serious administrative, financial, and/or programmatic concerns and/or areas of contract non-compliance Limited to no technical assistance is provided. Regularly scheduled Provider/JWB meetings are held.
--	---	---	--

JWB Program Progressive Discipline Plan

	Team and LONC is issued via email to Provider.	financial, and/or programmatic concerns and/or areas of contract non-compliance Advanced or Intensive technical assistance continues to be provided. Regularly scheduled Provider/JWB meetings are held. Executive Team communicates to Provider Executive Director and Board Chair	Executive Team communicates to Provider Executive Director and Board Chair
--	--	--	--

The above approaches may or may not be implemented consecutively, based on the nature of the issue(s) involved, but are intended to give the provider every opportunity to improve and to demonstrate a shared commitment to ensure quality programming. The JWB and provider board would be alerted to and receive documentation of all PIPs and/or CAPs and progress towards completion of the plan(s). Progress, or lack thereof, on a PIP/CAP may lead to termination of funding with careful consideration given to the needs of the participants.

JWB, in its sole discretion, reserves the right to implement other approaches to improve the performance of funded agency programs and/or to skip any or all of the above approaches or to proceed immediately to termination of funding in accordance with the applicable contractual terms.

* Technical assistance which can take the form of sharing information and expertise, instruction, skills training, transmission of working knowledge, and consulting services is provided as a normal course of business to all JWB funded programs. Advanced or intensive technical assistance may be provided for new programs, programs experiencing growth or expansion or programs undergoing temporary or new challenges. Advanced or intensive technical assistance is utilized to stabilize new or growing operations during an initial period of implementation or growth.