

**Action Plan, Part 2 (Updated/modified throughout fiscal year)**

**Entity Name:** Provider ABC

**Focus Area:** Participant-Centered Service Planning and Delivery

**Desired Outcome:** People work in Competitive, Integrated Employment (CIE).

**Target Objective:** Increase the number of people working in CIE by 20% (to 103) by June 2022

**Performance Measure(s):** # of people working in CIE

**Data Source(s):** CIE Spreadsheet

**Responsible Person:** CIE Coordinator

Action items **MUST** be connected to achievement of target objective(s)—use action verbs, not ambiguous words like ensure. Think “outside of the box”, this is about improvement, not business as usual.

Designate 1 responsible person most familiar with the operational function outlined (most often—but not always—a different person than is identified in QM Plan, Part 1.) Others may assist “behind the scenes.”

Information on these top lines is same as that entered on the QM Plan (Part 1)

**Fiscal Year:** 2021-2022

Choosing target dates before start of fiscal year makes sense sometimes!

	<b>Action Item</b>	<b>Responsible Person (1)</b>	<b>Target Date</b>	<b>Status</b>	<b>Completion Date</b>
1.	Develop spreadsheet to track # of people with CIE.	IT Specialist	6/1/2021	<p>Complete this column (including dates) when progress occurs but is not yet complete.</p> <p>Enter target (start) date and frequency of action item, when applicable.</p>	<p>Completion dates are entered in this column when action items are complete.</p> <p><b>Remember:</b> Effective QI teams meet frequently to review/discuss data and analysis, monitor progress of action items, and determine next steps!</p>
2.	Meet with SC(s) to ensure individuals who want to work in CIE have that goal listed in their ISP.	House Manager	6/1/2021 and quarterly		
3.	Meet with county officials to determine availability of local transportation services.	Operations Manager	6/1/2021		
4.	Collect/monitor/analyze data. <i>Should be standard/routine entry.</i>	Data Manager	7/1/2021 and monthly		
5.	Hold community outreach forum with local business owners to share information about PA’s Employment 1 <sup>st</sup> initiative—and determine local job availability.	Training Director	8/1/2021		
6.	Host educational, individual/family meeting to discuss local employment opportunities—introduce information about Work Incentives Planning and Assistance (WIPA) program (benefits counseling).	ABC Director	9/1/2021		
7.	Report data findings/analysis/recommendations to agency leaders.	CIE Coordinator	10/1/2021 and quarterly		