
REVISED DATE: 08/15/16

POLICY:

A Plan of Corrective Action (PCA) will be submitted for all citations and recommendations issued as a result of a monitoring and/or investigative site visit. An additional PCA may be required for recurring citations (see sample attached). Agencies who have recurring citations must submit a PCA describing the action they will take to address recurring problems cited.

PROCEDURES:

1. The agency will have fifteen (15) calendar days from the date on the Site Visit Report to submit a completed Plan of Corrective Action form to Ryan White Grant Administration (RWGA) Quality Analyst Lead.
2. **The plan must minimally include:**
 - The Site Visit Guideline (SVG)/Standard of Care (SOC)
 - The Citation
 - Goals (for preventing recurring citations)
 - Recommendation/s (if applicable)
 - Language which specifies the actions to be taken to address each citation
 - A reasonable timeframe for completion
3. The agency should submit a completed Plan of Corrective Action form via email.
4. If RWGA receives the PCA by mail, it will be date stamped and forwarded to the Quality Analyst Team (QAT) for review.
5. The QAT will provide the agency with a written notice of approval or denial of the PCA within five (5) business days of receipt of the plan of corrective action.
6. If the plan is approved, the QAT will schedule a follow-up visit in approximately 30 calendar days or 60 calendar days prior to end of grant term to review the progress and/or implementation of the plan. The agency will be notified at least two business days prior to the visit.
7. If the plan is not approved, the QAT will return the PCA to the agency with comments and recommendations. The agency will have five (5) business days to re-submit a revised plan. Once the plan is approved, a follow-up site visit will be scheduled as described above.
8. If a plan is not received, RWGA will send one written reminder. The agency will be given five (5) calendar days to submit the plan.
9. If an appropriate plan is not received, RWGA will develop and provide the agency a plan in lieu of the agency's plan. The follow-up visit will be scheduled and the review will be based on the plan developed by RWGA.

Approved by Manager
HCPH – Ryan White Grant Administration

Date