



July 27, 2021

Corrective Action Plan Compliance Report - Saint Francis Ministries

Saint Francis remains on four Corrective Actions Plans this quarter.

1. **Case Plan Within 60 Days** - This Corrective Action Plan was implemented on February 12, 2021. During the second quarter, Saint Francis's April performance was at 87.3%, 78.4% in May, and 89.9% in June. The target for this measure is 95% which has not yet been met.
2. **Change of Placement in 72 Hours** - This Corrective Action Plan was implemented on February 12, 2021. Saint Francis showed increased performance in this area for April as evidenced by having 90.4%; however, a slight decrease for May with 85.3% and 80.44% in June. The target for this measure is 98% which has not yet been met.
3. **Caseload Ratio** – This Corrective Action Plan was implemented on April 1, 2021. Saint Francis has developed several strategies to meet the state standard for caseload ratio, including targeted recruitment and retention strategies, and weekly review of caseload ratios at every supervisory level to determine barriers to success. The average percentage of Saint Francis Case Managers in caseload ratio standard for April was 44%, 38% for May and 32% for June. Based on the Corrective Action Plan, Saint Francis defines the indicator of success as a 10% increase every month, which has not yet been met.
4. **Contact with Children** – This Corrective Action Plan was implemented on February 12, 2021. During the second quarter of 2021, Saint Francis was able to have monthly face to face contact with children 89% of the time in April, 84.5% in May, and 93.6% in June. The target for this measure is 95% which has not yet been met.

Saint Francis has completed two Corrective Actions Plans this quarter.

1. **E-Verify Completed for New Employees** - This Corrective Action Plan was implemented on February 8, 2021. According to the most recent report from Saint Francis, dated April 8, 2021, all new employees are in 100% compliance with background checks. DHHS completed file audits for Saint Francis employees in April and June. These audits showed Saint Francis to be 100% in compliance with E-verify requirements for new staff hired since the implementation of the Corrective Action Plan. This CAP was completed on July 9, 2021.
2. **Background Checks for New Employees** - This Corrective Action Plan was implemented on February 8, 2021. According to the most recent report from Saint Francis, dated April 8, 2021, all new employees are in 100% compliance with background checks. DHHS completed file audits for Saint Francis employees in April and June and these audits showed Saint Francis to be 100% in compliance with background check requirements for new staff hired since the implementation of the Corrective Action Plan. This CAP was successfully completed on July 9, 2021.