



CORRECTIVE ACTION PLAN

State	Compliance Standard (one per report)	Plan Prepared by:
Sample State	A-02: QPRs	Commissioner Matlock

I. STATE THE PROBLEM		Training and Technical Assistance Requested?
For Compliance Standard A-02. Quarterly Progress Report compliance rates were between 60-75% for 4 quarters. The issue is not unique to any county and seems to be a general problem statewide.		Yes; assistance requested to develop survey and determine appropriate responses
II. SUCCESS STATEMENT		
Common causes of late QPRs will be uncovered and solutions adopted to increase statewide compliance.		
III. ESTABLISH TIMELINES		IV. PERSON(S) RESPONSIBLE FOR CAP
Start Date:	5/1/2026	End Date: 1/15/2027
		Commissioner Matlock, Deputy Compact Administrator Lee
V. DEFINE THE PLAN		
With the help of a technical assistance, we will identify reasons for late QPRs through county-based surveys and explore best practices to address technical and adaptive problems. The plan will be updated as root causes and solutions are identified.		

Task	Responsible Party	Stakeholders	Resources	Constraints	Metric	Due Date
Technical assistance with National Office to develop survey	DCA Lee, National Office	ICJ Office	Survey software	None	N/A	5/12/2026
Survey JPSs to determine common reasons for late QPRs	DCA Lee	County JPSs	Survey software, email	None	Survey responses	5/30/2026
Review survey responses and identify technical vs adaptive issues and determine best responses	Commissioner Matlock, DCA Lee, Commission TTA Provider	ICJ Office, County JPS/Os	Survey software	Scheduling meeting for technical assistance	N/A	6/15/2026

Implement responses based on technical vs adaptive solutions *Will provide update on identified solutions in progress reports	Commissioner Matlock, DCA Lee	ICJ Office, County JPS/Os	TBD	TBD	TBD	6/20 – 9/1/2026
Reassess standard for improvement at end of 2026 Q4	Commissioner Matlock, DCA Lee	ICJ Office, County JPS/Os	Tableau Report	Time	Compliance rate	1/15/2027

Commissioner's Signature:	<i>Benjamin Matlock</i>	Date:	4/18/2026
Compact Administrator's Signature:	<i>Jerome Garcia</i>	Date:	4/18/2026



CORRECTIVE ACTION PLAN – PROGRESS REPORT #8

State	Compliance Standard (one per report)	Progress Report Prepared by:
Sample State	A-02 – QPRs	DCA Lee

Task	Status	Metric Used to Measure Progress (include copies of reports)	Completion Date or Due Date
Implementing a change at the compact office to assign QPRs in UNITY when they are 30 days away from due date, accompanied by email to JPO when QPR is due that week.	On July 1, we began waiting to assign QPRs until 30 days before the due date, based on feedback from survey indicating that JPOs often forgot about requirement if assigned QPR too early. They also requested an email reminder, which we send on Mondays for all QPRs due within the following week using the Pending QPR report.	Pending QPR Report (attached) currently shows only 10 overdue QPRs out of 60, which is an improvement from July's report, where 18 out of 62 were overdue. Will check TOS Dashboard report in October (for Q3).	N/A on going practice
Reassess standard for improvement at end of 2026 Q4	TBD	TOS Dashboard report	1/15/2027

Commissioner's Signature:	<i>Benjamin Matlock</i>	Date:	8/1/2026
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Date Progress Report Received by National Office	Internal Comments / Review of Progress Report	Date Reviewed by Compliance Committee or Chairperson
8/1/2026	Pending QPR Report and progress report reviewed by J. Adkins.	8/4/2025



CORRECTIVE ACTION PLAN – FINAL PROGRESS REPORT

State	Compliance Standard (one per report)	Progress Report Prepared by:
Sample State	A-02 – QPRs	DCA Lee

Task	Status	Metric Used to Measure Progress (include copies of reports)	Completion Date
Assignment/Email to JPO/S	Continuation of practice	Pending QPR Report	ongoing
Reassess standard for improvement at end of 2026 Q4	The compliance rate for QPRs for Q4 is 87%. We will continue with current practice, as previously reported.	TOS Dashboard QPR report for 2026 Q4	1/10/2027

Commissioner's Signature:	<i>Benjamin Matlock</i>	Date:	1/15/2027
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Date Progress Report Received by National Office	Internal Comments / Determination of Completion Status of CAP	Date Reviewed by Compliance Committee or Chairperson
1/15/2027	Compliance Committee approved completion of CAP.	1/20/2027