



## CORRECTIVE ACTION PLAN

State	Compliance Standard (one per report)	Plan Prepared by:
Sample State	A-03: Violation Report Responses	Commissioner Matlock

I. STATE THE PROBLEM				Training and Technical Assistance Requested?
Violation report responses are typically not submitted within 10 business days due to delays with court hearings which has led to a compliance rate below the 90% expectation for 4 quarters.				No
II. SUCCESS STATEMENT				
Violation report responses will be addressed and responded to within 10 business days to include the action to be taken and the date that action will occur. If it is not feasible to obtain the required response within 10 business days, we will reach out to the receiving state in UNITY on the due date with a case update.				
III. ESTABLISH TIMELINES			IV. PERSON(S) RESPONSIBLE FOR CAP	
Start Date:	9/1/2027	End Date:	4/1/2028	Commissioner Matlock, DCA Lee
V. DEFINE THE PLAN				
Train all counties on violation report response requirements. Assign ICJO staff member to implement new notification email when 1) violation report is initially received informing the officer of requirements, 2) response is due within 5 business days, and 3) phone call on due date. Implement new communication with receiving state if the response is not obtained within 10 business days.				

Task	Responsible Party	Stakeholders	Resources	Constraints	Metric	Due Date
Training bulletin to county JPSs regarding violation report response requirements with request to disseminate information to JPOs. Request email response when JPOs have been informed via email or in-office training.	DCA Lee	County JPS/Os	Word, Canva, Email	Time	Response from county JPS that JPOs have been advised	9/30/2027
Assign all violation reports monitoring to ICJO user Smith who will: email assigned officer when violation report is received,	ICJO Smith	County JPS/Os	UNITY, Email, Phone	Request updated phone #s for JPOs	Read receipts from emails; make case note in UNITY	On-going

is due within 5 BD, and will call on due date to obtain update.					to track phone calls	
If violation report response is not ready to send to receiving state by due date, ICJO Smith will contact receiving state via UNITY with update received from JPO user.	ICJO Smith	County JPS/Os, Receiving State ICJO	UNITY, Email, Phone	Making contact with JPO in previous step	Make case note in UNITY of phone calls	On-going
Reassess quarterly compliance rate for 2027 Q1	Commissioner Matlock	ICJO, County JPS/Os,	Tableau	N/A	Compliance rate	3/31/2028

Commissioner's Signature:	<i>Benjamin Matlock</i>	Date:	8/3/2027
Compact Administrator's Signature:	<i>Jerome Garcia</i>	Date:	8/4/2027



## CORRECTIVE ACTION PLAN – PROGRESS REPORT #4

State	Compliance Standard (one per report)	Progress Report Prepared by:
Sample State	A-03: Violation Report Responses	DCA Lee

Task	Status	Metric Used to Measure Progress (include copies of reports)	Completion Date or Due Date
New notification practices related to tracking VR responses	Process is going well, though there has been some staff turnover in 2 counties which required re-training. In most cases we can obtain a response on time, but in a few cases we've had to contact the receiving state and let them know that the response was still not ready by the 10 <sup>th</sup> BD.	TOS Dashboard violation case data report was reviewed for 207 Q4 and we have seen slight improvements, but there were only 3 violation reports submitted in quarter 4.	Ongoing
Reassess quarterly compliance rate for 2027 Q1	TBD	TOS Dashboard violation case data report	4/1/2028

Commissioner's Signature:	<i>Benjamin Matlock</i>	Date:	1/15/2028
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Date Progress Report Received by National Office	Internal Comments / Review of Progress Report	Date Reviewed by Compliance Committee or Chairperson
1/16/2028	Reviewed by J.Adkins – Note for Compliance Committee to review at 1/20/2028 meeting: VRR report shows 2/3 reports submitted in 2027 Q4 in compliance for a rate of 67%, which is up from 50% in previous quarter.	1/20/2028



## CORRECTIVE ACTION PLAN – FINAL PROGRESS REPORT

State	Compliance Standard (one per report)	Progress Report Prepared by:
Sample State	A-03: Violation Report Responses	DCA Lee

Task	Status	Metric Used to Measure Progress (include copies of reports)	Completion Date
Reassess quarterly compliance rate for 2027 Q1	The report showed 2 eligible cases in Q1 and both were in compliance for a rate of 100%.	TOS Dashboard violation case data report	4/3/2028

Commissioner's Signature:	<i>Benjamin Matlock</i>	Date:	4/3/2028
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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
4/4/2028	Reviewed by J.Adkins. Committee reviewed CAP and marked complete.	4/18/2028