

Nonmonetary Determination Timeliness												
State: Indiana					Federal Fiscal Year: 2019-2020 SQSP Corrective Action Plan & Progress Report							
Back to Biennial Overview 2019		Back to Alternate Overview 2020			Instructions							
Performance Measure	ALP	CAP Based on SQSP 2019 Performance Level	CAP Based on SQSP 2020 Performance Level	State's Target/Actual Performance	12/31/2018 Quarter 1	3/31/2019 Quarter 2	6/30/2019 Quarter 3	9/30/2019 Quarter 4	12/31/2019 Quarter 5	3/31/2020 Quarter 6	6/30/2020 Quarter 7	9/30/2020 Quarter 8
Nonmonetary Determination Timeliness	≥ 80%	63.87%	69.98%	Target	60.0%	65.0%	65.0%	70.0%	70.0%	75.0%	75.0%	80.0%
				Actual	79.0%	64.1%	68.2%					
Regional Office Comments in cell below:												
Corrective Action Plan Summary: The Summary must provide: A. The Reason for the deficiency. Indiana's failure to successfully meet the criteria for this measure results from long-standing organizational management and planning. In FY2015, the agency put a focus on issuance of quality determinations. This coupled with high staff turnover, cause the agency to struggle with the volume of issues that require adjudication. As of Q3 2017, the agency has met ALP's for Nonmonetary Quality. The continuing deficiency with regard to improper detection date reporting may also affect Nonmonetary Timeliness. B. Provide a description of your "Plan-Do-Check-Act" corrective action plan which will be undertaken to achieve the acceptable level of performance. Examples of major actions and activities; aka, Milestones, include IT requirements, business process analysis, training, implementing process improvements, measuring effectiveness, etc. Please include a description of these actions/activities in each stage of your "Plan-Do-Check-Act" corrective action plan. The first phase of improved adjudication workflow that was launched in April 2018. The second phase will continue to train staff when creating issues on a daily basis. The third phase is to automate the creation of issues from an interface between Uplink and ICC, which staff are currently working on. The fourth phase would be to auto-create issue when vouchers are submitted. C. If a plan was in place the previous year, an explanation of why the actions contained in that plan were not successful in improving performance; and, an explanation of why the actions now specified will be more successful. In FY 2015, the agency put a concerted focus on quality adjudication. This, coupled with high staff turnover caused the agency to struggle with the volume of issues that required adjudication for a number of quarters. Indiana's focus on quality paid off, as scores increased and exceeded federal quality measures. Indiana is still struggling with staff turnover which has caused non-monetary determinations to be untimely. We are hoping to improve this with the new workflow, creating issues with the ICC interface and our upgrade to Uplink. D. A brief description of plans for monitoring and assessing accomplishment of planned actions and for controlling quality after achieving performance goals. The agency will continue to use the timeliness tracking data to investigate all possible root causes of Indiana's timeliness issues and to address those issues immediately. NOTE: Enter an "X" in the box to the right if the desired improvements will not be accomplished by the end of the current fiscal years (the two consecutive fiscal years for which the plan is in effect). Summarize, below, the major actions remaining to be taken in subsequent fiscal years and include a projected completion date as to when the performance goal will be achieved. (Remaining Major Actions in this cell.)												
Milestones												
1. Research to determine specific issue types causing failure to meet ALP.											Completion Date	
											12/31/2019	
Quarter 1 status report (12/31/2018): Starting to research issue types causing non-monetary decisions to not be timely. Quarter 2 status report (3/31/2019): Starting to research issue types causing non-monetary decisions to not be timely. Quarter 3 status report (6/30/2019): Indiana was able to determine some issues that were delaying non-monetary decisions and now RESEA issues are being completed more timely. Quarter 4 status report (9/30/2019): Quarter 5 status report (12/31/2019): Quarter 6 status report (3/31/2020): Quarter 7 status report (6/30/2020): Quarter 8 status report (9/30/2020):												
2. Investigate successful practices for maintaining balance of quality and timeliness.											Completion Date	
											12/31/2019	
Quarter 1 status report (12/31/2018): Investigating practices for maintaining a balance for both quality and timeliness and are making some changes in duties. Quarter 2 status report (3/31/2019): Staffs work profile were adjusted this quarter to improve both quality and production scoring for timeliness. Quarter 3 status report (6/30/2019): Staffs work profile were adjusted this quarter to improve both quality and production scoring for timeliness. Quarter 4 status report (9/30/2019): Quarter 5 status report (12/31/2019): Quarter 6 status report (3/31/2020): Quarter 7 status report (6/30/2020): Quarter 8 status report (9/30/2020):												

3. Launch Interface with ICC for system to auto-create issues properly.	<div>Completion Date</div> <div>6/30/2019</div>
<p>Quarter 1 status report (12/31/2018): The interface is almost complete and ready to launch in February or March.</p> <p>Quarter 2 status report (3/31/2019): The interface is almost complete and ready to launch in late April or May, we needed to make same changes to the code before launching.</p> <p>Quarter 3 status report (6/30/2019): Indiana launched this process in May 2019 and seems to be going well.</p> <p>Quarter 4 status report (9/30/2019):</p> <p>Quarter 5 status report (12/31/2019):</p> <p>Quarter 6 status report (3/31/2020):</p> <p>Quarter 7 status report (6/30/2020):</p> <p>Quarter 8 status report (9/30/2020):</p>	
4. Research impact of SIDES on timeliness.	<div>Completion Date</div> <div>6/30/2020</div>
<p>Quarter 1 status report (12/31/2018): We are still researching the impact of SIDES employers verses not SIDES employers, we add over 100 new employers monthly.</p> <p>Quarter 2 status report (3/31/2019): We are still researching the impact of SIDES employers verses not SIDES employers, we added 120 SER new employers this quarter.</p> <p>Quarter 3 status report (6/30/2019): We are still researching the impact of SIDES employers verses not SIDES employers, we added 76 SER new employers this quarter.</p> <p>Quarter 4 status report (9/30/2019):</p> <p>Quarter 5 status report (12/31/2019):</p> <p>Quarter 6 status report (3/31/2020):</p> <p>Quarter 7 status report (6/30/2020):</p> <p>Quarter 8 status report (9/30/2020):</p>	
5. Sides E-Response: assess employer enrollment following Q1 2018 phase 1 of ESS intake.	<div>Completion Date</div> <div>6/30/2020</div>
<p>Quarter 1 status report (12/31/2018): The ESS intake system will launch in early April.</p> <p>Quarter 2 status report (3/31/2019): The first phase of ESS launched March 27, 2019 and are currently working defining the new system. SIDES/E-Response will be scoped out in Phase 11.</p> <p>Quarter 3 status report (6/30/2019): Indiana wants to start moving forward with single sign-on to increase the E-Response employers.</p> <p>Quarter 4 status report (9/30/2019):</p> <p>Quarter 5 status report (12/31/2019):</p> <p>Quarter 6 status report (3/31/2020):</p> <p>Quarter 7 status report (6/30/2020):</p> <p>Quarter 8 status report (9/30/2020):</p>	
6. Fill open adjudicator positions with target training course to begin September 2018.	<div>Completion Date</div> <div>12/31/2019</div>
<p>Quarter 1 status report (12/31/2018): We hired several adjudicator for the training course that began September and they completed the training in December, all staff are starting to increase the number of decisions processed daily.</p> <p>Quarter 2 status report (3/31/2019): We hired 23 adjudicators and training started April 22nd and they will complete training July 12th.</p> <p>Quarter 3 status report (6/30/2019): We hired 13 adjudicators and training will start July 29th and they will complete training October 18th.</p> <p>Quarter 4 status report (9/30/2019):</p> <p>Quarter 5 status report (12/31/2019):</p> <p>Quarter 6 status report (3/31/2020):</p> <p>Quarter 7 status report (6/30/2020):</p> <p>Quarter 8 status report (9/30/2020):</p>	

7. (Enter next milestone here)	Completion Date
Quarter 1 status report (12/31/2018):	
Quarter 2 status report (3/31/2019):	
Quarter 3 status report (6/30/2019):	
Quarter 4 status report (9/30/2019):	
Quarter 5 status report (12/31/2019):	
Quarter 6 status report (3/31/2020):	
Quarter 7 status report (6/30/2020):	
Quarter 8 status report (9/30/2020):	