



# State of New Jersey

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## PROGRAM POLICY BULLETIN #18-03

**DATE:** July 5, 2018

**TO:** CSBG Non-Discretionary Grantees

**AFFECTED PROGRAMS:** All Programs funded by CSBG-ND Funds

**SUBJECT:** Creation of Quality Improvement Plans (QIPs)

### **POLICY SUMMARY:**

This policy outlines the circumstances and conditions under which Non-Discretionary Community Services Block Grant (CSBG-ND) grantees shall enter into a Quality Improvement Plan (QIP) with the Office of Community Services (OCS), within the Department of Community Affairs' (the Department) Division of Housing and Community Resources.

A QIP is a formal, written collaboration between a CSBG-ND grantee and the OCS for the purpose of remediating a deficiency or providing needed supports. This plan will be created collectively, with representatives of the CSBG-ND grantee and the Department.

QIPs will be used after the unsuccessful implementation of a Technical Assistance Plan (TAP) pursuant to CSBG Policy # 18-01. Issues addressed in a TAP may include concerns raised during the monitoring process, the audit review process, the performance data review process, an Organizational Standards compliance review, or lapses in administrative functions discovered through other means.

### **DISCUSSION:**

At the inception of the QIP process, the grantee agency will receive a letter from the Director of the Division of Housing and Community Resources outlining the continuing concerns remaining unresolved after the use of a TAP. A meeting will be held at the Department to discuss these concerns and to create a specific and detailed plan to address these concerns, pursuant to the attached QIP template. This plan will include supports needed to achieve remediation, will specify desired outcomes and will provide a timeline for completion.

A QIP plan is different from a TAP in that a QIP specifically acknowledges that an unsuccessful conclusion to a QIP shall mandate the onset of the de-designation process for Community Action agencies according to New Jersey's CSBG policy #14-02, and pursuant to Information Memorandum (IM) #116, Guidance on Corrective Action, Termination or Reduction of funding for CSBG Eligible Entities, as published by the U.S. Department of Human Services, Administration for Children and Families, Office of



Community Services, which funds the CSBG grant program. A QIP is a final, collective attempt to stabilize and support a CSBG-ND grantee experiencing operational difficulties prior to the initiation of the de-designation process for removal of the grantee from the N.J. CSBG grant program.

The plan created at this meeting will be signed by all parties and a follow up meeting shall be scheduled to assess progress at the 60-day mark. Attendees at the meeting shall include the Executive Director and the Board President of the grantee agency, and Department staff, including the Division Director, the Office of Community Services Administrator, the Grant Manager and a representative from the Office of Auditing.

The QIP plan will include 30 and 45-day reporting requirements. Progress reports shall be submitted in writing to the Grant Manager within one week of the expiration of each time frame. The in-person, 60-day, meeting shall provide the opportunity to discuss achievements to date and to close the plan, or through an extension, to revise the goals or needed supports included in the plan. Extensions of such QIPs will be permitted at the discretion of the Department, but in no instance, shall exceed an additional 60 days. Within 15 days of the final, 60-day meeting, the Department shall provide a written summation of the QIP process to the grantee, noting achievements and any areas of continued concern.

Failure to remediate concerns outlined in the QIP shall mandate the initiation of the CSBG de-designation process within 30 days of the end of the QIP term, as delineated in the Health and Human Services Information Memorandum #116, available at <https://www.acf.hhs.gov/ocs/resource/no-116-corrective-action-termination-or-reduction-of-funding>, and pursuant to the New Jersey Office of Community Services Program Policy Bulletin #15-04, Corrective Action and Termination, available at [http://www.nj.gov/dca/divisions/dhcr/offices/docs/csbg/bulletin\\_15\\_04\\_corrective\\_action.pdf](http://www.nj.gov/dca/divisions/dhcr/offices/docs/csbg/bulletin_15_04_corrective_action.pdf)

Should a grantee decline to participate in the QIP process, the Department shall, nevertheless, consider the grantee be under the auspices of such a plan, and at the end of the 60-day QIP time frame, the Department will automatically begin the grantee defunding process pursuant to HHS' IM #116.



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