

	PROGRAM PROCEDURES P-PPD: CORRECTIVE ACTION
	DATE: 7/1/16
	<input checked="" type="checkbox"/> NEW <input type="checkbox"/> REVISED

Northwest Oregon Works (NOW) informally monitors the performance of contractors on a monthly basis against performance goals and spending. If concerns arise, there is a meeting held via telephone or in-person to discuss the concern of NOW in regard to the contract performance. If a suitable justification and/or explanation is not agreed upon, NOW may file a formal corrective action plan.

A corrective action plan is considered a formal contract document. It is initiated by NOW and signed by both parties. The plan calls out required actions to bring performance and/or spending into alignment with contracted goals, and includes timelines for such corrective action to take place. The plan also includes a date by which NOW staff will meet with the contractor to review progress with the corrective action plan. If required corrective actions have not taken place to a satisfactory level of the board, the board may choose to initiate contract termination in accordance with the terms of the contract.