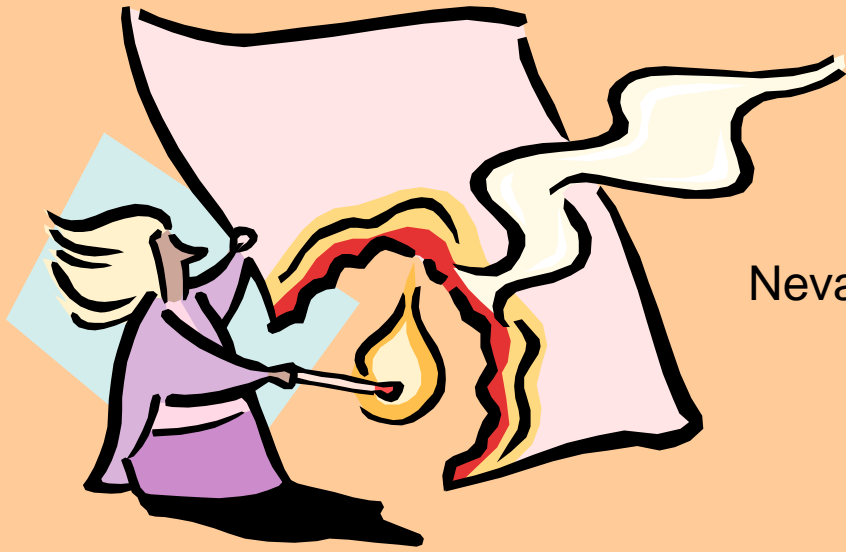


SETTING YOUR CAP ON FIRE



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Chief of Program Review & Evaluation
Nevada Division of Welfare & Supportive Services

NAPIPM Conference - 2009
Sparks, Nevada

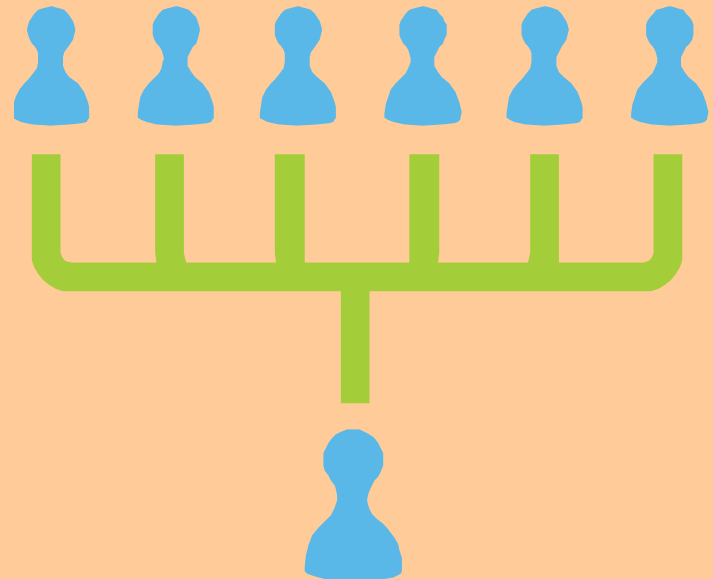
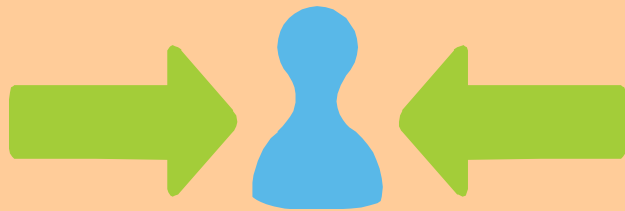


WITHOUT A YARDSTICK, THERE
IS NO MEASUREMENT; WITHOUT
MEASUREMENT, THERE IS NO
CONTROL.

- *ANONYMOUS*

QUESTION:

What path does your CAP take?



QUESTION:

When you discuss your CAP,
what do you see?



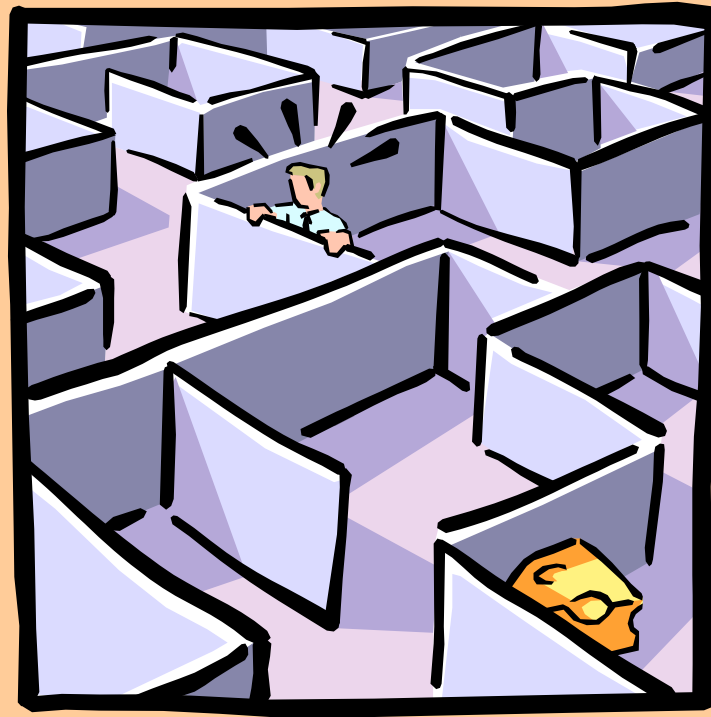
CAP “Mission Statement”

An effective corrective action plan (CAP) will identify program deficiencies, specify an efficient path toward overall improvement, monitor imposed changes (making adjustments as necessary) and advance accurate and expedient program delivery.

Keys to a Successful CAP

- ❖ Communicate to all staff, not just to management or the staff directly involved
- ❖ Clearly state your desired goal/outcome
- ❖ Provide feedback to all staff on progress and revisions

Don't let the CAP become a maze!!



Know your audience and engage them!!

Traditional Methods

- Staff meeting announcements
- Agency/Office Newsletters



Non-Traditional Methods

- Provide copies of CAP to ALL levels of staff
- Post CAP Materials to Shared Computer Drives
- Interactive Presentations
 - Puzzles
 - Contests
- Displays in High-Traffic Areas



ULTIMATE GOAL:

Find a way to build your CAP into your everyday business practices.



Intertwine it into the fabric of your agency and it's daily activities.

SUGGESTED APPROACHES:

- Present the CAP in STYLE!!
- Use positive psychology
- Cultivate a “team” mentality
- Communicate, communicate, communicate

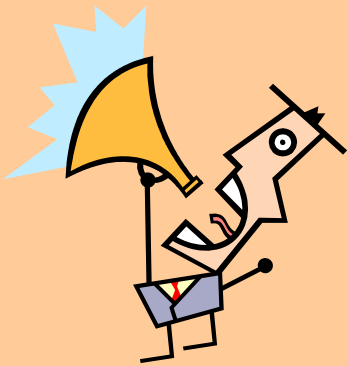
STEPS TO CAP SUCCESS:

- CONNECT – Find a way to grasp attention
- BUY-IN – Find a way to involve
- OWNERSHIP – Find a way to resolve



Right Brainers in a Left Brain World





“COME OUT, COME OUT,
WHEREVER YOU ARE!!”

- ✓ According to recent surveys, 51 percent of the people are in the majority.
- ✓ Statistics means never having to say you're certain.
- ✓ A statistician is a person whose lifetime ambition is to be wrong 5 percent of the time.

How many statisticians does it
take to change a light bulb?



One plus or minus three

One day some papers catch fire in a wastebasket in a PERM reviewer's office. Luckily, a physicist, a chemist, and a statistician happen to be nearby. Naturally, they rush in to help. The physicist whips out a notebook and starts to work on how much energy would have to be removed from the fire in order to stop the combustion. The chemist works on determining which reagent would have to be added to the fire to prevent oxidation. While they are doing this, the statistician is setting fires to all the other wastebaskets in the adjacent offices. "What are you doing?" the reviewer demands. To which the statistician replies, "To solve a problem of this magnitude, you need a large sample size."



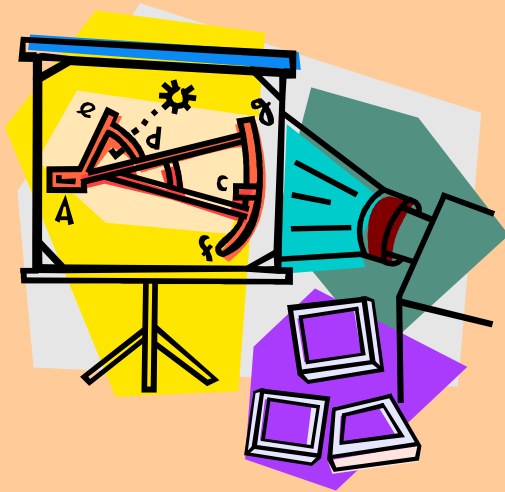
TO CONNECT

Consider using the POWER of humor!!

- Humor can make a potentially boring subject more interesting
- Humor can also promote long-term recall
- Humor is a way of getting staff to pay attention
- Humor can facilitate communication
- Humor can support the change process

The Use of Themes

Develop a statewide theme and **PROMOTE** it through visual and tangible methods



YOUR ROLE IN Q.C.

Everyone in Welfare “works” for QC.

EVERYONE strives for program integrity.

We must work as a team to prevent errors from occurring.





**NSWD
VOLUNTEER
FIRE
DEPARTMENT**

BELROSE DISTRICT OFFICE

ZERO Error Rate – September 2004 Reporting Month

*Food Stamp Corrective Action
2004*



"LET'S TALK!"

BELROSE DISTRICT OFFICE

ZERO Active Error Rate
May 2005 Transmissions



**FOOD STAMP
CORRECTIVE ACTION TEAM
2005**

TOUCHDOWN!!!



Belrose District Office
ZERO Active Error Rate
February 2006 Transmissions



***FOOD STAMP
CORRECTIVE ACTION TEAM
2006***

Remember:
Our job is to keep it fair...





"Knowledge is Power"

Belrose District Office
Zero MEDICAID ACTIVE Error Rate
July 2007 Transmission

Food Stamp

Corrective Action Team

2007



LIVE from





The DWSS
**WELFIE
AWARDS**

Creative CAP presentation
requires an attitude that allows
you to search for unique ideas
while you manipulate your
knowledge and experience.

You hold the power of positive
change.

Universal acceptance
is the secret to successful
implementation of a
corrective action plan.

