



## Arkansas Department of Health

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**Governor Mike Beebe**

**Paul K. Halverson, DrPH, FACHE, Director and State Health Officer**

January 28, 2008

Charles L. Miller, Director  
Office of Federal and State Materials and Environmental Management  
U.S. Nuclear Regulatory Commission  
Two White Flint North  
11545 Rockville Pike  
Rockville, Maryland 20852

Dear Mr. Miller:

This correspondence is in response to the letter dated December 27, 2007 from Martin J. Virgilio, Deputy Director, Office of Executive Director, U.S. Nuclear Regulatory Commission (NRC) regarding necessary improvements in the Arkansas Radioactive Materials Program. The Department and the Radioactive Materials Program have developed the enclosed Performance Improvement Plan (PIP) for review and approval by the NRC in conjunction with the initial bimonthly telephone call scheduled for February 13, 2008.

This PIP has been developed to assist in monitoring improvements in the Radioactive Materials Program in two areas – 1) Staffing and Training and 2) License Renewal Backlog. The Staffing and Training issue also addresses reduction of the current inspection backlog. The Department has addressed root causes of weaknesses in these areas and has included corrective actions in the PIP. Department Management will continue to support and monitor the activities of the Radioactive Materials Program.

If you have any questions regarding the PIP, please contact Renee Mallory, Branch Chief, Health Systems Licensing and Registration Branch at 501-661-2518 or if you have questions regarding the Radioactive Materials Program; please contact Jared Thompson, Program Manager at 501-661-2173.

We look forward to working closely with the NRC in the improvement of the Radioactive Materials Program and in the protection of public health and safety.

Sincerely,

A handwritten signature in black ink that reads "Charles W. McGrew". The signature is fluid and cursive, with a long horizontal stroke at the end.

Charles McGrew  
Deputy Director and Chief Operating Officer  
Arkansas Department of Health

Enclosure

cc: Robert J. Lewis, Acting Director  
USNRC, Division of Material Safety and State Agreements

Duncan White, Branch Chief  
USNRC, State Agreements and Industrial Safety Branch

Randy R. Erickson, Regional State Agreement Office  
USNRC, Region IV Office

Donnie Smith, M. ED.  
Director, Center of Health Protection  
Arkansas Department of Health

Renee Mallory, Branch Chief  
Health Systems Licensing and Registration Branch  
Arkansas Department of Health

# Performance Improvement Plan and Progress Report

JANUARY 28, 2008

Radioactive Materials Program

Arkansas Department of Health

Recommendation	Task	Milestones	Assigned To	Anticipated Completion Date	Status	Actual Completion Date
<b>I. State evaluate current and future staffing needs and business processes to develop and implement a strategy that improves the effectiveness and efficiency of the Program to ensure its continued adequacy and compatibility.</b>	A. Identify staff shortages and obtain adequate staff.	1. Conduct hiring interviews and complete hiring for 100% of vacant positions.	Thompson/Bevill	03/31/2008	Interviews completed. Packet in process for approval.	
	B. Ensure training courses for technical/professional development.	1. Develop an ongoing annual training program.	Thompson	11/30 of each calendar year to approve for the upcoming year	Completed and approved for calendar year 2008	11/26/07
		2. Assure implementation of annual training program with quarterly status reports to administration.	Thompson/Bevill	4/15/08	On-going monthly monitoring	
		3. Branch Chief will meet with RAM staff quarterly to discuss program issues and status reports.	Mallory	4/30/08 and quarterly thereafter	On-going – First report due by 04/15/2008	

	C. Perform internal training for each staff member in accordance with RAM policy 07.0 in order that each individual becomes qualified inspectors/license reviewers. (See attached policy)	1. Each trainee will receive at least two inspections with accompaniment by a qualified inspector each month until ability to conduct inspections is determined.	RAM Trainees and Inspectors/Thompson	Initiated on 12/19/2007. On-going.	Began accompaniment inspections in January 2008. Monitored during bi-weekly staff meeting.	
		2. Expectations of progress will be developed for each trainee toward becoming qualified inspectors.	Thompson/Bevill	03/31/08	Progress indicators for individual inspectors are being developed.	
		3. Quarterly status reports will be submitted to administration.	Thompson/Bevill/Mallory	4/15/08 and quarterly thereafter	On-going with bi-weekly monitoring	
		4. Branch Chief will meet with RAM staff quarterly to discuss program issues and status reports.	Mallory	4/30/08 and ongoing	On-going – First report due by 04/15/2008	
	D. Ensure retention by improving salary structure.	1. Establish new entry-level salary for new HPs.	Mallory/Smith	10/07	Completed	10/31/07
		2. Elevate current staff's salaries to new entry-level salary.	Mallory/Smith	11/07	Completed	11/15/07

		3. Modify and implement HP training salary plan to increase the reward for professional development.	Bevill/Mallory/Smith	7/1/08	Training salary plan is being discussed, evaluated and developed by management.	
E. Establish indicators to measure RAM program performance in inspections and licensing to ensure public health and safety.	1. At least 12 core inspections will be conducted quarterly.	Inspectors/Thompson	1/1/08 and quarterly thereafter	Monitoring progress during bi-weekly staff meetings		
	2. At least 10 priority 4 and 5 inspections will be conducted quarterly.	Thompson/Bevill	1/1/08 and quarterly thereafter.	Monitoring progress during bi-weekly staff meetings		
	3. As inspections are completed in 1 and 2 above, at least 3 backlog inspections will be completed base on priority and due date.	Inspectors/Thompson	1/1/08 and quarterly thereafter	Monitoring progress during bi-weekly staff meetings		
	3. Quarterly status reports will be submitted to administration.	Thompson/Bevill	4/15/08 and quarterly thereafter	On-going with bi-weekly monitoring		
	4. Branch Chief will meet with RAM staff quarterly to discuss status reports.	Mallory	4/30/08 and ongoing	On-going – First report due by 04/15/2008		

<b>II. Department Management develops and implements an action plan to reduce the licensing renewal backlog.</b>	<b>A. Reduce the licensing renewal backlog.</b>	1. Two full-time and one part-time RAM staff will be dedicated to the licensing program.	Thompson	Initiated on 11/01/07	Ongoing-Current staff has one FTE and one part time position. One FTE to be filled by 03/31/2008	
		2. At least three renewal licenses will be reviewed each month. <b>Note:</b> Program anticipates an increase in the number of licenses reviewed as staff becomes experienced and qualified.	Thompson	Initiated on 12/15/07	Monitoring progress during bi-weekly staff meetings.	
		3. Quarterly status reports will be submitted to administration.	Thompson/Bevill/Mallory	4/15/08 and quarterly thereafter	On-going with bi-monthly monitoring	
		4. Branch Chief will meet with RAM staff quarterly to discuss status reports.	Mallory	4/30/08 and ongoing	On-going – First report due by 04/15/2008	

January 23, 2008