

Performance Improvement Plan and Progress Report

OCTOBER 14, 2008

Radioactive Materials Program
Arkansas Department of Health

Recommendation	Task	Milestones	Assigned To	Anticipated Completion Date	Status	Actual Completion Date
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.	A. Identify staff shortages and obtain adequate staff.	1. Conduct hiring interviews and complete hiring for 100% of vacant positions.	Thompson/Bevill	12/31/2008	Nichole Sanders resigned effective August 8, 2008 and Valerie Whitehead resigned effective September 5, 2008. One position interviewed and hire packet completed. Second position interviews pending.	
	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	Completion pending receipt of NRC training course schedule for 2009	
		2. Assure implementation of annual training program with quarterly status reports to administration.	Thompson/Bevill	4/15/08	Quarterly report dated October 13, 2008	

		3. Branch Chief will meet with RAM staff quarterly to discuss program issues and status reports.	Mallory	4/30/08 and quarterly thereafter	Quarterly Meeting – October 20, 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 one inspection 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.	Whitehead/Pemberton/Sanders/Kriesel had at least 1 accompaniment inspection per month during quarter as part of on-the-job training. A total of 15 accompanied inspections were performed during the quarter.	
		2. Expectations of progress will be developed for each trainee toward becoming qualified inspectors.	Thompson/Bevill	03/31/08, 06/30/2008 10/13/2008	Progress reports completed and reviewed with staff.	03/31/2008, 06/30/2008 10/13/2008
		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	Quarterly Meeting – 10/20/2008	

	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 with new steps was approved for implementation on October 13, 2008.	10/13/2008
		4. Prepare legislation to increase RAM Program Fees for 2009 Arkansas General Assembly Session	Bevill/Mallory/Smith	06/30/2009	As discussed during last NRC telephone call, the Agency did not include fee increases as part of the 2009 legislative package..	
	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	10 core inspections completed this quarter.	
		2. At least 10 priority 4 and 5 inspections will be conducted quarterly.	Thompson/Bevill	1/1/08 and quarterly thereafter.	20 inspections completed this quarter.	
		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	1 Core and 8 Other backlog inspections completed this quarter.	
		4. Quarterly status reports will be submitted to administration.	Thompson/Bevill	4/15/08 and quarterly thereafter	On-going with bi-weekly monitoring	

		5. Branch Chief will meet with RAM staff quarterly to discuss status reports.	Mallory	4/30/08 and ongoing	Quarterly Meeting – 10/13/2008	
II. Department Management develops and implements an action plan to reduce the licensing renewal backlog.	A. Reduce the licensing renewal backlog.	1. Two full-time and one part-time RAM staff will be dedicated to the licensing program.	Thompson	Initiated on 11/01/07	Nichole Sanders resigned and Katia Gray has primary licensing duties. Snellings is the part-time reviewer.	
		2. At least three renewal licenses will be reviewed each month. Note: Program anticipates an increase in the number of licenses reviewed as staff becomes experienced and qualified.	Thompson	Initiated on 12/15/07	An average of three renewal-licensing actions were completed each month this quarter.	
		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	Quarterly Meeting – 10/20/2008	

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