

## **Randy Erickson**

---

**From:** Jared Thompson [Jared.Thompson@arkansas.gov]  
**Sent:** Friday, January 23, 2009 2:30 PM  
**To:** Randy Erickson  
**Cc:** Renee Mallory; bernard.bevill@arkansas.gov; Angela Minden; David D. Snellings, Jr.; Katia Gray; Kayla Avery; Robert Pemberton; Steve Mack; Tammy Kriesel  
**Subject:** Revised PIP  
**Attachments:** RCPIP 01-23-09.doc

Randy,

Attached is the revised PIP adding the indicator related to RAM licensing fees as we discussed during the conference call yesterday. This item is **bolded** under I.D.4 in the PIP.

Thanks for your continued assistance and guidance.

If you have any questions, please contact me.

Jared W. Thompson, Program Manager  
Radioactive Materials Program  
Arkansas Department of Health  
4815 West Markham Street, Slot 30  
Little Rock, Arkansas 72205  
501-661-2173  
501-661-2849 (fax)

Life is tough. Life is tougher when you are stupid. John Wayne

# Performance Improvement Plan and Progress Report

JANUARY 23, 2009

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	Kayla Avery was hired on November 16, 2008 and Angela Minden was hired on December 16, 2008. Program has a full technical staff. The Executive Secretary position has been vacant since November 24, 2008 and is currently advertised.	Technical Staff completed on December 16, 2008.
	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	Training plan for 2009 completed on November 3, 2008.	

		2. Assure implementation of annual training program with quarterly status reports to administration.	Thompson/Bevill	4/15/08	Quarterly report dated January 15, 2009.	
		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 – January 21, 2009	
	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.	Pemberton/Kriesel had at least 1 accompaniment inspection per month during quarter as part of on-the-job training. Avery at 4 accompaniments during December and Minden has had no accompaniments since her start date. A total of 14 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 01/15/2009
		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 – January 21, 2009	
	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
		<b>4. Prepare legislation to increase RAM Program Fees for 2009 Arkansas General Assembly.</b>	<b>Bevill/Mallory/Smith</b>	<b>06/03/2009</b>	<b>As discussed in previous NRC calls, the increase in RAM fees is not part of the Department's 2009 legislative package.</b>	
	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	10/1/08 and quarterly thereafter	100% of core inspections were completed this quarter.	
		2. At least 10 priority 4 and 5 inspections will be conducted quarterly.	Thompson/Bevill	10/1/08 and quarterly thereafter.	81% of Priority 4 & 5 inspections were completed during 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	6 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 – January 21, 2009	
<b>II. Department Management develops and implements an action plan to reduce the licensing renewal backlog.</b>	A. Reduce the licensing renewal backlog.	1. Implement and strive to achieve with all RAM Staff within the Program a balance in inspection and licensing activities in order to improve staff training and enhance Program stability.	Thompson, RAM Staff	11/01/2008	Renewal licensing activates were performed approximately 25% of the work time compared to inspection duties.	
		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	An average of three renewal-licensing actions was 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 – January 21, 2009.	