

# Performance Improvement Plan and Progress Report

JUNE 9, 2009

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	12/31/2008	<b>The Executive Secretary position has been filled since May 4, 2009.</b>	Technical Staff completed on December 16, 2008. <b>Full staff as of May 4, 2009.</b>
	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 April 14, 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 – April 14, 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. Ongoing.	<b>Pemberton, Kriesel, Avery and Minden have been on at least one inspection accompaniment during April/May 2009.</b>	
		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 <b>04/14/2009</b>
		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 – April 14, 2009	
	D. Ensure retention by improving salary structure.	1. Establish new entry-level salary for new HPs.	Mallory/Smith	10/07	Completed 10/31/2007. <b>Implementation of new state wide pay plan to begin June 28, 2009.</b>	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	<b>New Training salary plan will be developed to mesh with new state pay plan. Approval and implementation pending.</b>	10/13/2008
		4. Prepare legislation to increase RAM Program Fees for 2009 Arkansas General Assembly.	Bevill/Mallory/Smith	06/03/2009	As discussed in previous NRC calls, the increase in RAM fees is not part of the Department's 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	10/1/08 and quarterly thereafter	<b>7 of 9 core inspections have been completed during April/May.</b>	
		2. At least 10 priority 4 and 5 inspections will be conducted quarterly.	Thompson/Bevill	10/1/08 and quarterly thereafter.	<b>14 of 28 inspections completed during April/May.</b>	
		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	<b>1 Other backlog inspections completed during April/May.</b>	
		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 – April 14, 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 activities 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	<b>Two renewals have been issued during April/May 2009.</b>	
		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 – April 14, 2009.	

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