QUALITY IMPROVEMENT PLAN (QIP)
TRAINING ATTENDANCE & MISSED COACHING BENCHMARK
POLICY & PROCEDURES
10/7/2019

I. INTRODUCTION
Teachers and Directors assigned to a Quality Improvement Plan (QIP) strategy are responsible for completing the tasks and meeting the deliverables as indicated in their QIP Notice & School Readiness Contract. If these tasks and/or deliverables are not met because of a missed training or coaching session, please follow the policy & procedures below.

II. MISSED TRAININGS/SESSIONS
A. If a Provider's instructor or director cannot attend an assigned training as it is scheduled for any reason, they must notify the ELCHC trainer in writing within three (3) calendar days with the following information:
   1. Name of absent instructor/director
   2. Reason for the absence
   3. Name of training/session that was/will be missed
B. If the missed training/session causes the provider to miss a QIP benchmark, providers will be issued a Corrective Action Plan (CAP) for not meeting the benchmark and the instructor/director will have an opportunity to make up the assigned training before the end of the QIP.
C. The Provider's authorized contract representative must sign the CAP and upload into the portal within ten (10) business days of the issued CAP.
D. The Provider's QIP Notice will be amended to reflect the change in benchmark timeline.
E. Instructors/Directors cannot make-up any make-up sessions.

TARDINESS
A. Individuals arriving more than 15 minutes late will not be admitted to the session and will not receive credit for attending. If a QIP Benchmark is missed as a result, the Provider will be issued a CAP and will have to make-up the training in order to be compliant with the QIP.
B. Individuals leaving 15 minutes before the conclusion of the scheduled training will not receive credit for attending. If a benchmark is missed as a result, the Provider will be issued a CAP and will have to make-up the training in order to be compliant with the QIP.
SCHEDULING MAKE-UP TRAININGS

A. Missed trainings will be tracked & monitored by the Quality Improvement Coordinator. Make-up trainings will be scheduled toward the end of the contract year unless a particular training is in high demand.

B. Providers will be notified as soon as the make-up session is scheduled unless already provided in the CAP.

C. One-on-one make-up training sessions are not permitted unless otherwise determined by the Director of Provider Relations. In these circumstances, the provider will be charged a fee (TBD) and may be asked to submit evidence that the circumstances occurred beyond the Provider’s control that led to the absence.

MISSED COACHING DEADLINES

A. Providers and ELCHC coaches may reschedule coaching sessions if needed as long as the required number of coaching hours are completed by the QIP Notice benchmarks.

B. If a coaching benchmark is not met due to the provider changing a scheduled coaching session, the Provider will be issued a Corrective Action Plan (CAP) for not meeting their QIP benchmark and will have an opportunity to make up the session before the end of the QIP.

C. The Provider’s authorized contract representative must sign the CAP and upload into the portal within ten (10) business days of the issued CAP.

D. The Provider’s QIP Notice will be amended to reflect the change in benchmark timeline.

E. If a coaching benchmark is missed due the ELCHC or children not being present, a CAP will not be issued and the QIP Notice will be amended.