

How will the Performance Improvement Plan (PIP) process work?

Online forms

[Submission Form – Performance Improvement Plans](#)

[Submission Form – Extenuating Circumstance Claim](#)

[Instruction Manual – Performance Improvement Plans \(PDF\)](#)

Note: The fillable forms may not open in your browser to resolve this issue, review the [instructions for saving the forms](#) to your computer.

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What is a Performance Improvement Plan (PIP) and what must it include?

A PIP is a plan developed by a county/service delivery authority (SDA) that outlines the specific steps it will take to improve performance for a specific human services program measure or set of measures. A separate PIP is required for each notification where performance has not met the established threshold(s).

An initial PIP lasts for two years and must include:

- Contact information
- Numerical improvement target the county/SDA plans to achieve for each year
- Current barriers to meeting performance thresholds
- Improvement strategies and actions, including those responsible.

Counties/SDAs should identify target improvement levels that can reasonably be achieved. These target levels may be negotiated between the county/SDA and DHS prior to approval. The Performance Management team will provide assistance in the development of PIPs upon request.

How long do PIPs last?

PIPs generally last for two years. If the performance threshold is met at the end of the first year, the PIP ends early. If, at the end of two years, the county/SDA still has not met the threshold but has met its improvement targets, the plan will be modified and monitored for another year. Performance Management staff will work with the county/SDA to monitor progress and provide support throughout the PIP. If improvements have been made but the improvement does not meet the target outlined in the PIP, the county/SDA may be allowed to continue on the PIP as long as performance continues to improve.

When is a PIP required?

A PIP will be required when a county/SDA does not meet the minimum performance threshold for a measure.

Counties/SDAs will receive an official notification letter that includes the PIP due date; counties will have 60 calendar days after notification in which to submit a PIP. Development and submission of PIPs are the responsibility of the county/SDA, however, Performance Management staff will provide assistance in developing PIPs as needed. If assistance is needed, it should be requested within 30 days to allow sufficient time before the PIP is due.

How are PIPs submitted?

You will access the [fillable Performance Improvement Plan form](#) through eDocs. Download the PIP form and save. Once you have completed the form, save a copy for your files and email a copy to the Performance Management team inbox (dhs.hspm@state.mn.us). A Performance Management staff member will send you an email to confirm your PIP was received.

If you have an existing PIP or CAP that is currently active (has not expired), you will have the opportunity to submit it along with a smaller portion of the Performance Management PIP form. You must also include your proposed numerical improvement targets

over the next two years. The form will indicate when you can stop completing the form, after you have entered your improvement targets.

PIPs must be submitted within 60 calendar days of notification. Review the [Performance Improvement Plan Instruction Manual \(PDF\)](#) for detailed instructions, criteria, frequently asked questions and examples.

Once counties/SDAs submit PIPs, they will be reviewed by Performance Management staff and approved by the DHS commissioner/designee within 60 calendar days. The PIP begins on the date counties/SDAs are notified following DHS approval. If you need assistance completing your form, contact the Performance Management Team at DHS.HSPM@state.mn.us or 651-431-5780.

What assistance is available to help develop PIPs?

PIP development assistance is support offered to counties/SDAs as part of the Human Services Performance Management system. A county/SDA can request assistance to help with development of a PIP within the first 30 days of notification. The type of support you need will depend on the situation. A team member will assist in determining what supports your county may need. Support could include:

- Education around the measures
- Information on data-driven decision making and discussions around improvement targets
- Resources and tools designed for barrier identification and root cause analysis
- Coordination with DHS business areas or others, as needed
- Research, as needed.

How do I access PIP assistance?

There are two ways to access PIP assistance. The first is through contact with a Performance Management system team member. Someone from the Performance Management system will be reaching out to county human services directors following PIP notifications to answer any questions you have about the PIP process or about the system in general. During this conversation, the team member will ask if you are interested in PIP development support. If you are interested, a follow up call will be scheduled to conduct a brief assessment to determine what types of support your county might need to develop the PIP, and assist you in getting what you need.

The second way to access PIP assistance is through contacting the Performance Management team at 651-431-5780 or DHS.HSPM@state.mn.us.

PIP support needs to be requested within 30 days of the date the PIP notification was issued to your county. The county has 60 days to submit a PIP, so it is important that there is ample time to provide PIP support and for the county to develop, write and submit the PIP.

What if a PIP isn't approved?

If the county agency submits a PIP and it is not approved by the Performance Management system, a Performance Management staff member will contact the county to discuss areas of the PIP in need of improvement and to provide additional support for completing the PIP.

Extenuating circumstances

Counties/SDAs that experience an extraordinary unforeseen event that they believe prevented them from meeting a threshold may file a claim for extenuating circumstances. The essential nature of an extenuating circumstance is that it is sudden, unforeseeable and beyond the county/SDA's control. Examples of extenuating circumstances include:

- Natural disaster
- Closure of a major community service provider
- Significant employment or economic change, e.g., the closure of a major business
- Sudden or unforeseen increase in client population, e.g., a large refugee resettlement.

A county/SDA has 15 calendar days after notification of the need for a PIP to submit an extenuating circumstance claim. The Performance Management team and the Human Services Performance Council will review extenuating circumstance claims and make recommendations to the commissioner to approve or deny the claims. The final decision will be made by the commissioner within 30 calendar days of the PIP notification to the county.

If approved, the county/SDA will no longer be required to submit a PIP for that measure. If a claim is denied, the county/SDA will be required to complete the PIP, and will have 30 days to do so. The [Extenuating Circumstance Claim form](#) can be completed and emailed to DHS.HSPM@state.mn.us.

Instructions for claiming an extenuating circumstance

Complete the Human Services Performance Management Extenuating Circumstances Claim Form when you wish to claim an extenuating circumstance on a measure you have been notified requires a Performance Improvement Plan (PIP). You have 15 days from the initial PIP notification to file a claim. The Performance Management team will respond to your claim within 30 days of the date you submit your claim.

County contact information: Complete the requested county and primary contact information. The Performance Management team will contact the person listed for questions, updates, etc.

Select the measure for which you are claiming extenuating circumstances: Indicate which performance measure you are claiming has an extenuating circumstance. If you are submitting an extenuating circumstance claim for more than one measure, complete a separate online claim form for each measure, unless you are completing a claim for a PIP for measures with small denominators. Then you may select more than one measure and complete one claim form.

Select the reason(s) for your appeal: Choose a reason(s) from the drop-down choices that explains why there is an extenuating circumstance for this performance measure. You may choose more than one reason. If your reason isn't listed, choose "Other" and provide an explanation.

Provide clarifying information on your reason for appeal: Explain in detail the situation that has caused the extenuating circumstance and how it affects the performance measure.

Explain how your county plans to address the current situation/respond to the circumstance: Explain what your county is doing to address the situation that caused the extenuating circumstance, including specific actions you will take to improve performance.

Save and email the claim form to DHS.HSPM@state.mn.us. You will receive confirmation that the form was received by the Performance Management team. You can expect an official notification once a decision has been made on your claim.

Rolling PIP Schedule

We have adopted a "rolling PIP" process. This means that counties will be made aware that they are required to submit a PIP at the same time that data for a particular measure becomes available. This is done via measure-specific reports provided to counties once a year. Data for measures are available at different times throughout the year depending on the program area. In an effort to provide counties/SDAs with ample time to implement improvement strategies, data for each measure will be shared as it becomes available and counties/SDAs will be notified immediately if a PIP will be required. Below is a schedule for when counties/SDAs will be held accountable for measures.

April – Cash and SNAP measures

- Expedited SNAP application timeliness
- SNAP and cash assistance application timeliness

July – Child welfare and Self-Support Index measures

- Child Maltreatment Recurrence
- Permanency
- Relative Placement
- Self-Support Index

October – Child support and adult protection measures

- Adult Repeat Maltreatment
- Adult Protection Initial Disposition
- Child Support Paid
- Orders Established
- Paternity Established