

Unsatisfactory Youth Providers

Effective: December 1, 2016

Background:

Policy:

The Oswego County WDB will establish metrics to determine if a youth provider is performing satisfactorily. The metrics used will take into consideration goals established in the contract with each youth provider, the federal common performance measures and the New York State Customer Service Indicators. The One Stop Operator will monitor youth provider performance on a semi-annual basis, and report progress/concerns to the Youth Council of the WDB. In the event a youth provider is not performing satisfactorily, a written report will be submitted to the provider addressing the areas of concern, the corrective action needed and a timeframe for improvement. The provider will be given an opportunity to explain issues impacting their ability to meet established goals and discuss concerns, and to reach agreement on a plan for corrective action. In the event a youth provider is not successful in meeting agreed on outcomes, the WDB may discontinue contracts with that provider.