



PROGRAM CORRECTIVE ACTION PLAN

Department	Senior Services ☒		
Focus Area Requiring Improvement	Service Delivery and Reporting		
Applicable Program(s)	Contracts: In-Home Services		
Objective	Accept referrals from the Department of Senior Services Provide reports as required		
Start Date	6/10/2022	Target End Date	6/30/2022

Improvement Area	Owner	Comments	Status	Actions to Improve Performance
Referrals	Trusted Hands	Trusted Hands will accept new referrals	In Progress	Accept all referrals provided by the Department of Senior Services
Reports	Trusted Hands	Trusted Hand will provide reports indicated in Contract	In Progress	Provide reports as needed and requested from the Department of Senior Services

Date:	6/10/2022	Completed By:	Andre M. Danzy, Program Manager, Department of Senior Services
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