

STATE PLAN NARRATIVE OUTLINE

STATE PLAN NARRATIVE

(State Name - FY xxxx)

A. Overview

1. State priorities and the strategic direction the state has adopted to ensure continuous improvement.
2. Assessment of past performance and expected future performance. Includes, at state discretion, a discussion of external factors that may have performance implications.

B. Federal Emphasis (GPRA goals)

1. State performance compared to the GPRA goals.
2. Actions taken to improve performance in GPRA goals.

C. Program Review Deficiencies

1. Causes for failures to conduct required reviews/activities, e.g., Benefit Accuracy Measure, Benefits, Timeliness, and Quality, Tax Performance System, and Data Validation.
2. Plans to conduct the reviews as required.

D. Program Deficiencies

1. Plans to correct deficiencies identified through required program reviews, e.g., deficiencies identified during an internal security review.
2. Core Measure transition performance improvement acknowledgments, e.g., new Core Measure for tax quality.

E. Reporting Requirements Deficiencies

1. Actions to correct reporting deficiencies. Reporting deficiencies are defined as missing reports, or reports submitted late more than 50 percent of the time (7 of 12 months for monthly reports; 3 of 4 quarters for quarterly reports).

F. Customer Service Surveys (optional)

G. Other