For family service workers below minimum qualifications for their position, direct service providers will maintain the following documentation:

- Current certificates, transcripts, or other documentation of the employee’s educational qualifications;
- Current enrollment in coursework/training;
- Conditional letter of hire to specify employee’s requirements to meet qualifications; and,
- Copy of Professional Development Plan, or Action Plan, to include the following:
  - Identify the coursework he/she is completing to fulfill position requirement;
  - Timeline for completion; and
  - Signature and date on the professional development plan, or action plan, to indicate that the employee has agreed to and is committed to completing the requirements in timeframe identified.

To document progress towards meeting qualification requirements, direct service provider must:

- Tier 1 & 2 direct service providers—any newly hired family service workers that do not meet minimum qualifications will submit a Professional Development Plan or Action Plan to the MARC Date Team at hsdatateam@marc.org with the subject line of “HR”.
- Tier 1 & 2 direct service providers—email form 8021c with quarterly updates of progress to the MARC Data Team at hsdatateam@marc.org with the subject line of “HR”
- Tier 3 direct service providers—enter progress in ChildPlus, monitor regularly and review with Grantee Organizational Manager during regularly scheduled meetings.

Timeline to complete requirements is 18 months.