

Dept. of Human Services Child Care Assistance Program (CCAP) Provider Investigations Legacy Process (January 2019)

During the first CI event week, DHS OCI worked with the CCAP Project team comprised of subject matter experts from CCAP Provider Investigations, CCAP Policy, OIG Legal, and Licensing to create a current state process map. This map is a visual representation of how the work was being done, who did the work, and how long each process step took before any changes or modifications were made to the process.

