Entry Points Into the CCAP Provider Investigations Process DHS Child Care Assistance Program (CCAP) Early & Often Conducts Possible Decision Outcomes for CCAP Compliance Monitoring: Licensing Visit **Provider Investigations** Continue with Site Visit, No CCAP Violations 1 CCAP Compliance Monitor First Offense: Issue Warning Letter & Flag for Follow Up or First Offense: Determines Sanction & Issues Notice of Administrative Action Assesses Compliance to **Current High-level Process** Refer to Intake Unit for Assessment CCAP Policy Proactive Analysis of **Program Data** Initial Triage of Information Case Management Database (AgileApps) Receive Tip or Referral Study actual resi and adherence to plan What is the commendation? PDSA Cycle #: 1.0 PDSA Cycle Description: Launch of New Process Investigative Activities Can Include: Possible Decision Outcomes: PDSA Cycle Date: July 25, 2019 - Conducting Interviews Close Case - STOP Forward or Refer Notify First Assessment Team Identifying and Calculating Overpayments PDSA Cycle #: 2.0 - Identifying Policy Violations PDSA Cycle Description: Launch of Assessment - Requesting Records Case Management Database - Conducting Physical Surveillance* (AgileApps) PDSA Cycle Date: August 21, 2019 2 - Subpoena of Records** Deploying and Reviewing Video Surveillance** PDSA Cycle #: 3.0 - Other Activities Outlined in Investigative Plan First Assessment Team Reviews Triage Recommendation & PDSA Cycle Description: Launch Case **Applies Decision Making Framework** Management Database (AgileApps) ** CCAP Provider Investigator PDSA Cycle Date: October 1, 2019 * CCAP Compliance Monitor Case Management Database (AgileApps) **CCAP Compliance Monitor** Conducts Provider Investigation ent occurs when: Urgen Need is identified, the activities Close? are easy to conduct, and/or the Refer? case needs 'eyes on' Assign? Case Management Database **Possible Decision Outcomes:** Creates Case Second Assessment (AgileApps) CCAP Management Determines Sanction & Issues Notice of Administrative Action Summary & Team Reviews Case & Goes Back To Assigned Investigator to Complete Tasks What ecommendation Recommendations & **Possible Decision Outcomes:** Formal Referral to BCA - DHS Case May Be Pended Until BCA Completes Investigation Was Learned? **Applies Decision** for Second Close Case Refer to County and partner on Investigations of Provider and Recipients Assignment for Further Assessment Team **CCAP Provider Investigator Making Framework** Refer to Other Business Partners as Appropriate Refer to Other Business Partners Investigation

Case Management

Database (AgileApps)

Case Management

Database (AgileApps)

Conducts Provider

Investigation

dive is needed Case Management Database

(AgileApps)

ent occurs when a deeper

Case Management

Database (AgileApps)

Assign CCAP Compliance Monitor

MAssign CCAP Provider Investigator

Case Management Database (AgileApps)





The Plan-Do-Study-Act (PDSA) Cycle is repeated until the desired results are consistently achieved.

PDSA Cycle #: 1.1

PDSA Cycle Description: Refine New Process PDSA Cycle Date: January 29, 2020

PDSA Cycle #: 2.1

PDSA Cycle Description: Refined Assessment

PDSA Cycle Date: October 30, 2019

PDSA Cycle #: 3.1

PDSA Cycle Description: Case Management Database and Reporting (AgileApps) PDSA Cycle Date: January 15, 2020

Process End

Case Management Database (AgileApps)

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