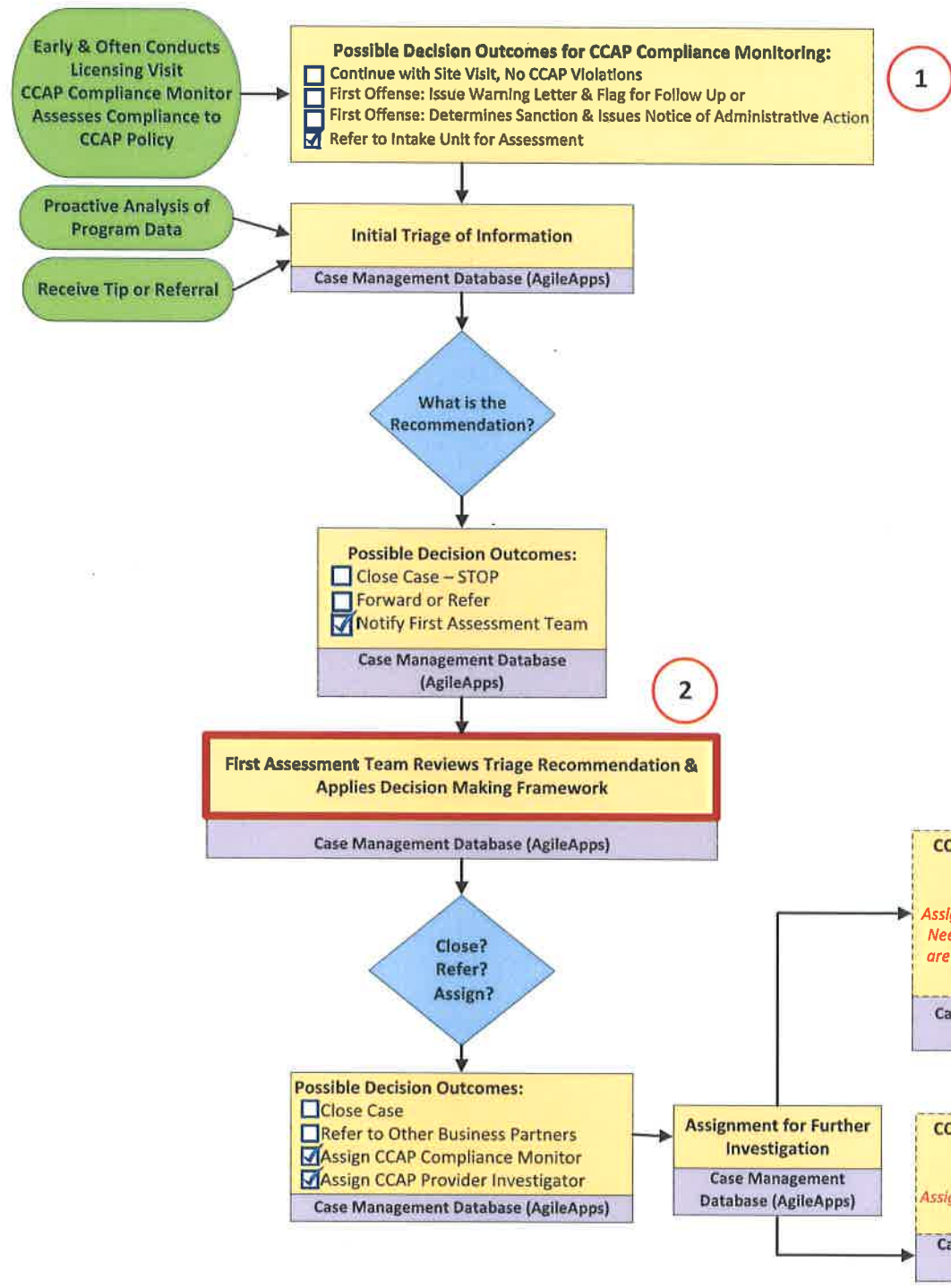


Entry Points Into the CCAP Provider Investigations Process



DHS Child Care Assistance Program (CCAP) Provider Investigations Current High-level Process



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

- Investigative Activities Can Include:**
- Conducting Interviews
 - Identifying and Calculating Overpayments
 - Identifying Policy Violations
 - Requesting Records
 - Conducting Physical Surveillance*
 - Subpoena of Records**
 - Deploying and Reviewing Video Surveillance**
 - Other Activities Outlined in Investigative Plan
- ** CCAP Provider Investigator
* CCAP Compliance Monitor

- PDSA Cycle #: 1.0**
PDSA Cycle Description: Launch of New Process
PDSA Cycle Date: July 25, 2019
- PDSA Cycle #: 1.1**
PDSA Cycle Description: Refine New Process
PDSA Cycle Date: January 29, 2020
- PDSA Cycle #: 2.0**
PDSA Cycle Description: Launch of Assessment Processes
PDSA Cycle Date: August 21, 2019
- PDSA Cycle #: 2.1**
PDSA Cycle Description: Refined Assessment Processes
PDSA Cycle Date: October 30, 2019
- PDSA Cycle #: 3.0**
PDSA Cycle Description: Launch Case Management Database (AgileApps)
PDSA Cycle Date: October 1, 2019
- PDSA Cycle #: 3.1**
PDSA Cycle Description: Case Management Database and Reporting (AgileApps)
PDSA Cycle Date: January 15, 2020