


CHILD CARE ASSISTANCE PROGRAM (CCAP)

PROVIDER INVESTIGATIONS & CONTINUOUS IMPROVEMENT (CI) PROJECT UPDATE

ABOUT THE CCAP PROGRAM	CI PROJECT GOALS & APPROACH
<p>Helps low-income families pay for child care so parents can pursue employment or education, and children are well cared for and prepared for school</p> <p>State supervised and administered by counties and tribes</p> <p>DHS and local agencies investigate fraud. DHS focuses primarily on providers; local agencies typically investigate recipients</p>	<p>Improve integrity and oversight of the Child Care Assistance Program (CCAP)</p> <p>Improve proactive technical support and detect and prevent potential program violations</p> <p>Collaborate with and leverage the knowledge, skills and creativity of a cross-functional team</p> <p>Make decisions based on data and facts</p> <p>Utilize proven continuous improvement methods and tools</p>
 <p>30,700 Minnesota children from 15,000 families benefit from CCAP each month</p> <p>\$283 Million+ Budgeted for families in FY 2021</p>	<h3>CI PROJECT STATUS</h3> <p>Entered Maintenance Phase May, 2020 30, 60, 90 & 180-day Check Ins Complete</p>

CCAP PROVIDER INVESTIGATIONS: Where we are in 2021

Using a Comprehensive & Consistent Investigation Process



Utilizing a Case Management System & Tracking Cases From Intake through Investigation

- ⇒ Storing and tracking affiliate information and relationships across different cases
- ⇒ Establishing and maintaining an evidence log
- ⇒ Consistently capturing data
- ⇒ Creating customizable reports
- ⇒ Sending workflow notifications
- ⇒ Tracking investigation decisions and results

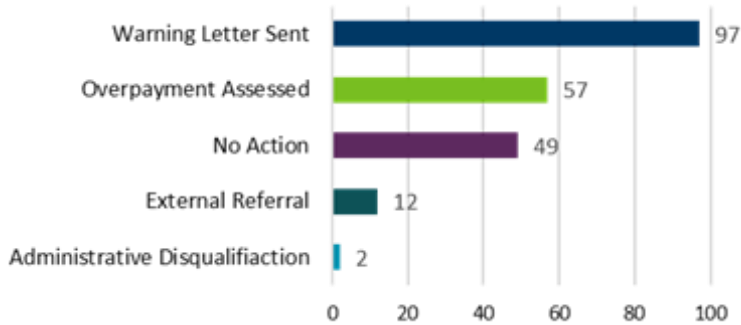
Engaging in Quality Management & Continuous Improvement Practices

- ⇒ Effective control plan and check points
- ⇒ Routinely collect, track, and report on compliance with the control plan
- ⇒ Cross-functionally informed decision making
- ⇒ Ensure investigation processes are applied consistently and all providers are held to the same standards

CCAP PROVIDER INVESTIGATIONS: 2020 Actions & Outcomes

ADMINISTRATIVE OUTCOMES

Outcomes of Investigations Closed in 2020

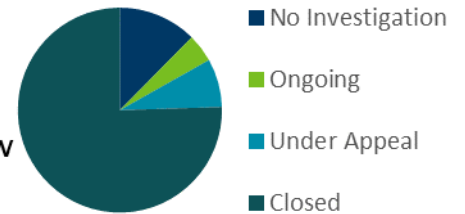


More than **\$1.4 million** in overpayments identified

ATTENDANCE RECORD REVIEW PROCESS (AUDIT)

- Eliminated backlog of attendance records needing administrative review
- 314 sets of reviewed
- 88% resulted in a preliminary investigation being opened
- 74% of closed investigations resulted in administrative action

Status of Attendance Record Review Backlog



DATA & ANALYTICS

Using **data mining** to create red flag exception reports for referral to CCAP Prover Investigations for triage and possible investigation

Expanded opportunity for **enhanced analysis** by utilizing a case management system to collect meaningful data

Developed **Overpayment Tool** for use by DHS CCAP investigators that creates consistency in attendance record review process, documentation, and overpayment calculation

STAKEHOLDER ENGAGEMENT

CCAP PROVIDERS & ADVOCACY ORGANIZATIONS

- Update on CCAP Investigations Processes
- Listen to and solicit feedback
- Respond to feedback with action when possible
- Work to improve transparency and communication

DHS, COUNTY & LAW ENFORCEMENT PARTNERS

- Discuss and problem-solve CCAP fraud concerns
- Establish consistent process for reporting program integrity concerns follow-up / investigation
- Establish process for timely and coordinated communication

THE IMPACT OF COVID-19

- In order to protect the health and well-being of children receiving services, child care providers, and investigative staff, CCAP Investigations began limiting on-site monitoring visits on 3/16/2020
- Because of the adaptability of the CCAP Investigations Process, CCAP Investigations is supporting program integrity efforts by investigating provider compliance concerns that emerge as a result of Peacetime Emergency Child Care Grant and COVID-19 Public Health Support Funds for Child Care grant funding