



CHILD CARE
LICENSING BUREAU



View Special Investigation

[JOB AID](#)

View Special Investigation



Purpose

This job aid covers how to view a Special Investigation (SI).



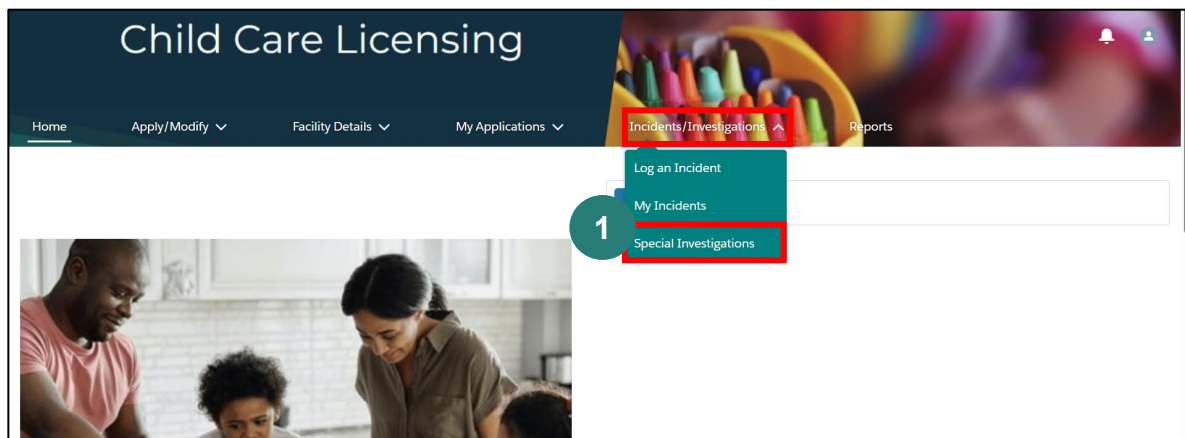
Business Role(s)

- Providers

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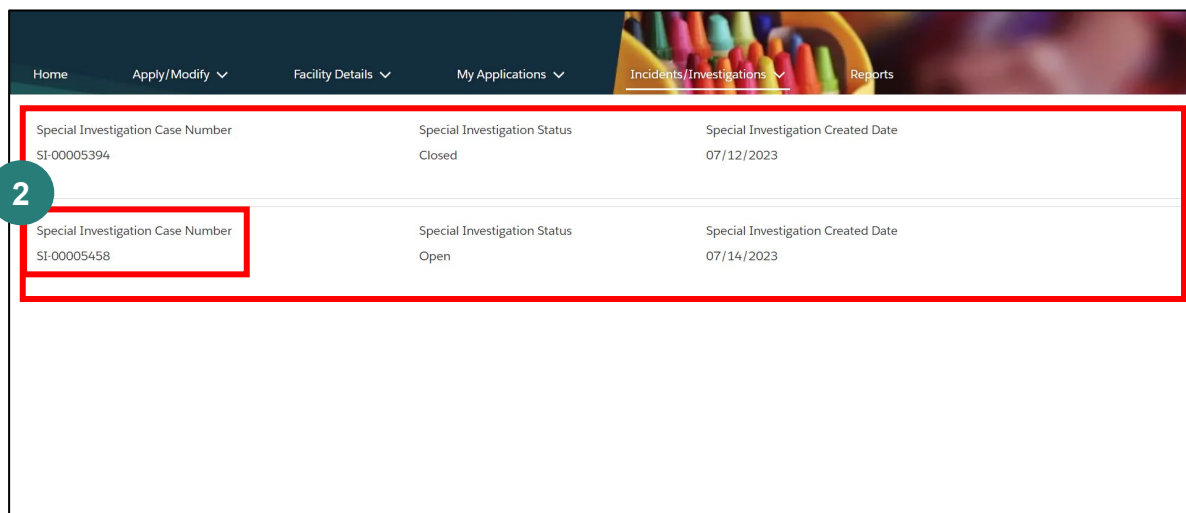
If a Special Investigation (SI) is opened against your facility, you will be able to view the details of the SI in CCHRIP. To view the SI, follow the steps below:

1. Click the **Incidents/Investigations** drop-down arrow on the **Home** page and select the **Special Investigations** option.



Note: Special Investigations that have been exposed to you are displayed on the screen. The **Special Investigation Status** and **Special Investigation Created Date** are also displayed.

2. Click the relevant SI Case Number to view the details.

A screenshot of the Special Investigations table on the website. The table has three columns: 'Special Investigation Case Number', 'Special Investigation Status', and 'Special Investigation Created Date'. The first row is highlighted with a red border and contains the case number 'SI-00005394', status 'Closed', and date '07/12/2023'. A blue circle with the number '2' is placed next to the first row. The second row is also visible, with case number 'SI-00005458', status 'Open', and date '07/14/2023'.

Special Investigation Case Number	Special Investigation Status	Special Investigation Created Date
SI-00005394	Closed	07/12/2023
SI-00005458	Open	07/14/2023

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3. The SI Case details are displayed on the screen. You can view the **Case Incident Information** here.

The screenshot shows the CCLB portal interface. The top navigation bar includes Home, Apply/Modify, Facility Details, My Applications, Incidents/Investigations, and Reports. The main content area is titled 'Details' and shows a case summary for Case Number 00005458. The 'Case Incident Information' section is highlighted with a red box and contains the following details:

Case Record Type	Child Care Special Investigation Case	Case Number	00005458
Subject		Account Name	Suhasani D
Incident Status	Open	License Number	
Case Origin		Priority	Medium
Contact Phone	(111) 111-1111	Contact Name	Suhasini D
Report Type		Contact Email	

4. Scroll down to view the **Incident Details**, **Description Information**, **Persons Notified**, **Contact Details**, **Case Information**, etc.

The screenshot shows the detailed incident information for Case Number 00005458. The 'Incident Details' section is highlighted with a red box and contains the following details:

Type	Ashwin Koshy Consultant	Incident location	
Name of Parent		Incident time	
Incident Date			
Description Information		Other Special Investigation Source	I observed the issue while I was around the facility by myself.
Persons Notified		Person Notified 1 Date	
Person Notified 1		Person Notified 2 Date	
Person Notified 2		Person Notified 3 Date	
Person Notified 3			
Contact Details		Person responsible (Licensee) Name	
Person Completing Form Name		Person responsible (Licensee) Title	
Person Completing Form Title		Person responsible (Licensee) Date	
Person Completing Form date			
Case Information		Fire - Describe Damage	
Was First Aid Given?		Child's Illness or Injury	
if yes, when?		Phone number of Treating Entity	
By whom?			

Note: Once the Consultant generates the Special Investigation Report (SIR), you will be able to view this report in the **Reports** tab of the CCLB Provider's portal. You can refer to the **Navigation: Provider Portal QRG** for instructions on how to access a report in the **Reports** tab.