



CHILD CARE
LICENSING BUREAU



Corrective Action Plan

JOB AID



Corrective Action Plan



Purpose

This job aid will explain the Corrective Action Plan process and necessary actions required to complete and submit in the Child Care Licensing Bureau (CCLB) Provider Portal.



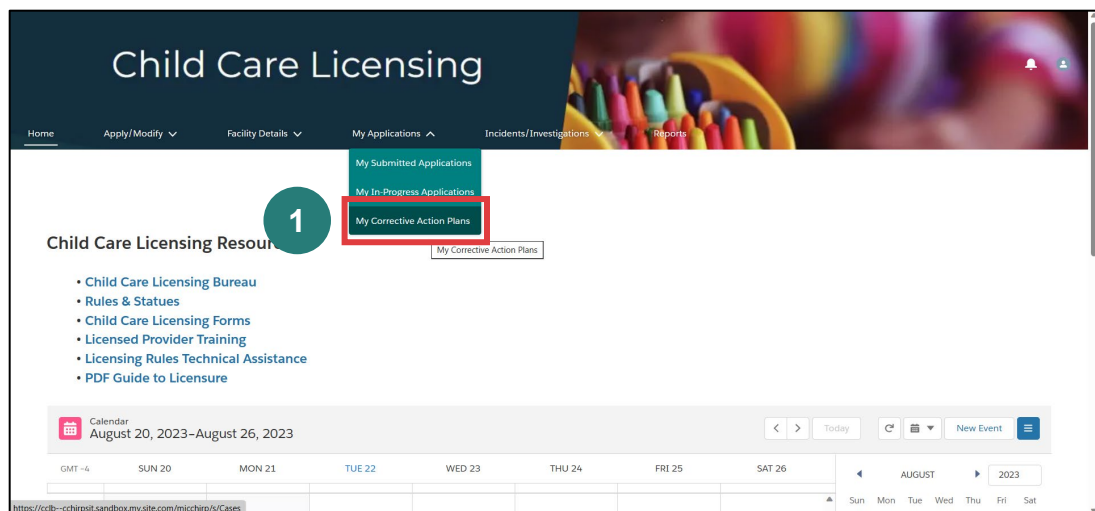
Business Role(s)

- Providers

Corrective Action Plan

The Corrective Action Plan approval process follows the steps highlighted below:

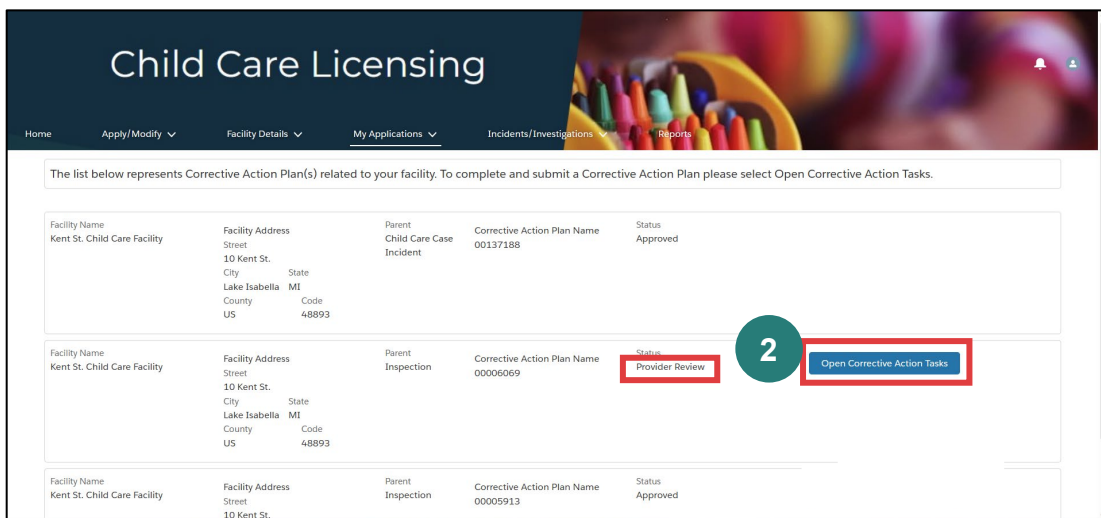
- If an incident, Special Investigation, or inspection results in cited violations, a Corrective Action plan is required by CCLB. It cites the violations and provides instructions for the provider to detail how they will achieve, monitor, and maintain compliance for each cited rule.
 - You will receive email communication from your assigned consultant to let you know that you need to complete your corrective action plan in the provider portal. In the provider portal, the Corrective Action Plan will include information regarding the rule violation cited and the observed non-compliance. Follow the steps below to complete and submit a Corrective Action Plan in the provider portal.
1. Navigate to the CCLB Provider Portal and select the **My Applications** dropdown and click on **My Corrective Action Plans**.



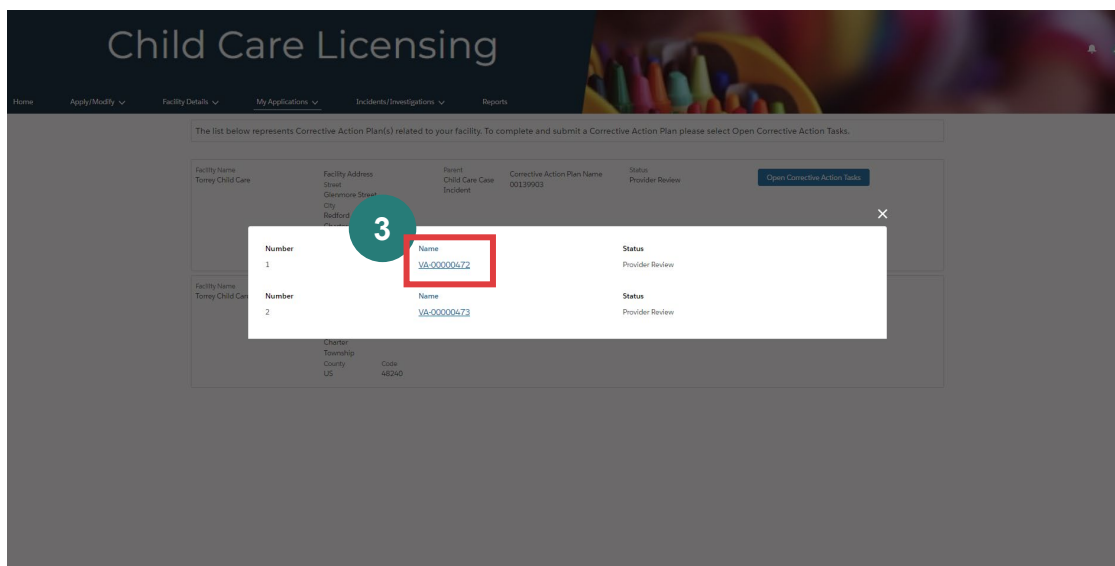
Corrective Action Plan

2. Click on the **Open Corrective Actions Tasks** button to document actions for each plan.

Note: If you have multiple corrective action plans, please locate the one that is in 'provider review' view status



3. Click the link for each citation.



Corrective Action Plan

- Review the violation cited and non-compliance observed fields. Then fill in the mandatory **Plan to Correct** and **Date to be Completed** fields.

The screenshot shows a web application interface for creating a Corrective Action Plan. A modal window is open with the following content:

For each violation, please review the violation and non compliance observed and write your plan on how compliance will be achieved, monitored, and maintained

Violation Cited
R 400.8330(18)(b)
Food services and nutrition generally.

Non-compliance observed
lorem ipsum dolor sit amet consectetur adipiscing. Et malesuada fames ac turpis egestas

* Plan to Correct
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod

* Date to be Completed
08/20/23

Consultant Response

Submit to Consultant

A green circle with the number 4 is overlaid on the 'Plan to Correct' and 'Date to be Completed' fields, which are also highlighted with red boxes.

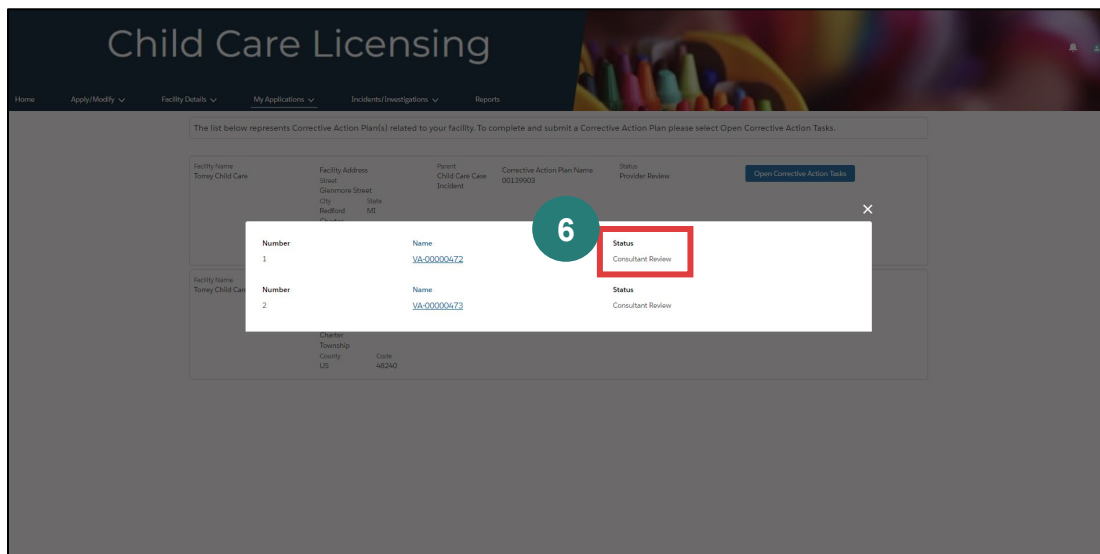
- Once complete, click the **Submit to Consultant** button.

Note: Date to be completed field can be completed by entering date or specific time frame. For example, this could be end of quarter or end of year.

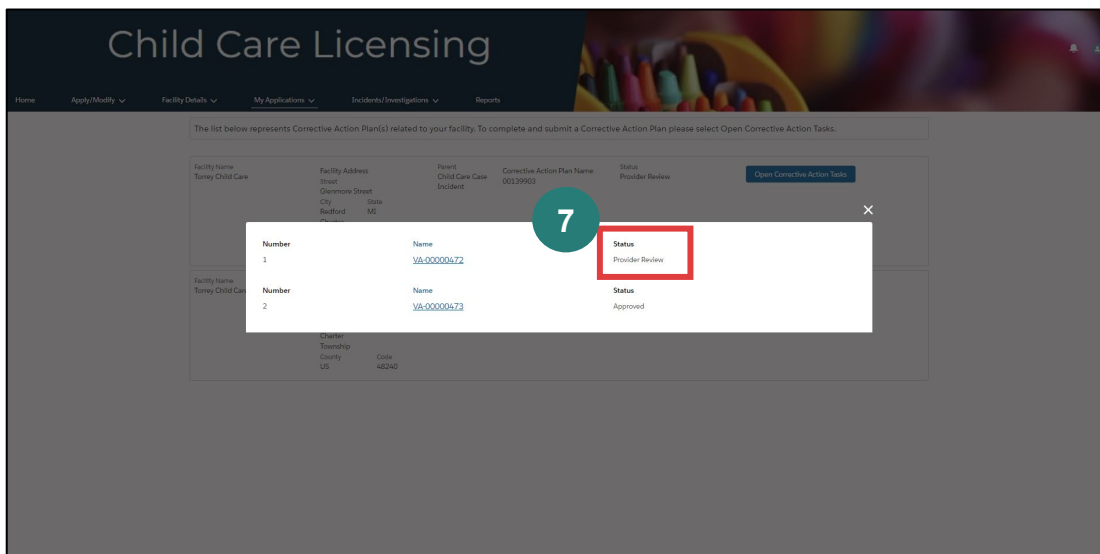
This screenshot is identical to the previous one, showing the same modal window. In this view, a green circle with the number 5 is overlaid on the 'Submit to Consultant' button, which is also highlighted with a red box.

Corrective Action Plan

6. Once submitted, the status will change to 'Consultant Review'.



7. If one of the plans submitted for your violation is rejected by a consultant, you will receive an email notification. In the provider portal, you will see this rejection reflected by the 'Provider Review' status.



Corrective Action Plan

- Click the violation that did not get approved and refer back to **steps 4 and 5** to resubmit the form for consultant review. Please note that the consultant will indicate the issue that needs to be revised in the consult response field.

For each violation, please review the violation and non compliance observed and write your plan on how compliance will be achieved, monitored, and maintained

Violation Cited
R 400.8146(3)(a)
Information provided to parents.

Non-compliance observed
Food not kept in appropriate containers.

* Plan to Correct
New container will be bought for facility

* Date to be Completed
08/31/23

Consultant Response
Please indicate the containers that will be used going forward

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Submit to Consultant

- Once the consultant approves each individual violation enforcement action, an email notification will be received, notifying you of the approval. Log back into the provider portal to attest and submit the final version.

The list below represents Corrective Action Plan(s) related to your facility. To complete and submit a Corrective Action Plan please select Open Corrective Action Tasks.

Facility Name	Facility Address	Parent Child Care Case Incident	Corrective Action Plan Name	Status
Toney Child Care	Street: Glenmore Street City: Bedford State: MI County: Charter Township Code: 48240		00139903	Final Review
Toney Child Care	Street: Glenmore Street City: Bedford State: MI County: Charter Township Code: 48240		00139902	Provider Review

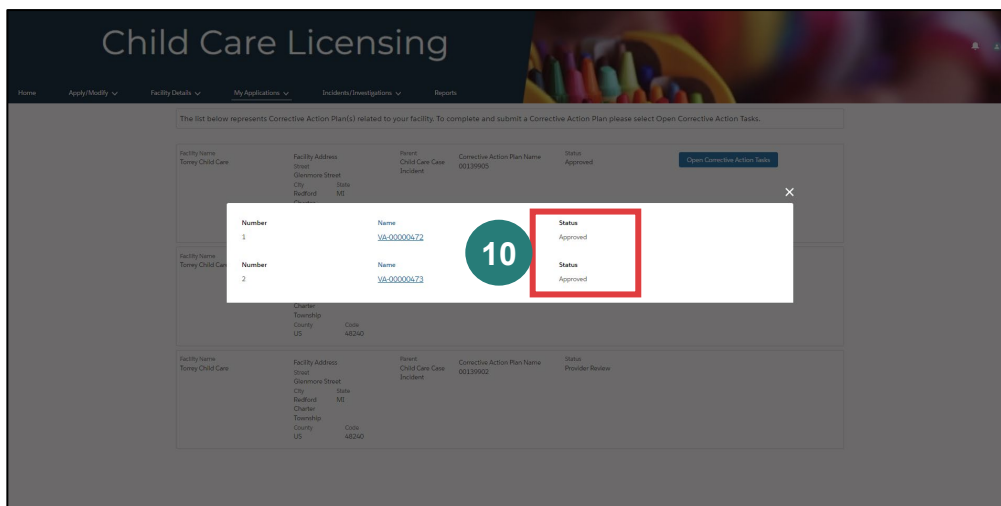
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Open Corrective Action Tasks

Submit Final

Corrective Action Plan

10. Review the statuses to validate that the individual violation enforcement actions have been approved.



11. Complete the attestation and click **Submit Attested**. After this is submitted, you will receive an email confirming the submittal and approval of your corrective action plan.

