



DIVISION OF DEVELOPMENTAL DISABILITIES
Olympia, Washington

TITLE: CORRECTIVE ACTION PLANS AND REPORTS POLICY 7.01

Authority: DSHS Administrative Policy # 16.01

PURPOSE

The policy describes the Division of Developmental Disabilities (DDD) process for responding to external audits and reviews requiring Corrective Action Plan (CAP) and Corrective Action Report (CAR).

SCOPE

This policy applies to all organizational units within DDD and to vendors who have contracts with DDD.

POLICY

This policy sets up facility or vendor responsibilities for responding to audits. This policy delineates responsibilities for follow-up actions in response to the reported findings and recommendations. All contracts with vendors shall include language that requires compliance to this policy.

PROCEDURE

The facility or vendor shall correct identified audit deficiencies found by the Office of Operations Review or other external organizations. The facility or vendor shall prepare and send the CAP or CAR to the division's regional offices.

1. The facility or vendor shall receive a copy of the draft audit findings forty-five (45) days before the final audit findings. Before the final findings and "specific recommendations" are issued, the vendor or facility may take corrective actions based on the draft audit recommendations;

2. When the audited facility or vendor disagree with audit findings, the facility or vendor shall bring the contested issues to the audit team leader within thirty (30) calendar days from the date of the draft audit.
3. The facility or vendor shall submit a CAP to DDD regional offices within thirty (30) calendar days from the date of the final audit. Regional Managers shall monitor the facility's or vendor's CAP for correctness to the audit's "specific recommendations."

DEFINITIONS

- A. **"Corrective Action Plan (CAP)"** means a plan developed after completion of the audit/evaluation which specifies:
 1. Action the facility or vendor must take to correct the audit/evaluation finding of deficiency;
 2. The person responsible for the developing the CAP;
 3. Date when the correction shall be completed; and
 4. Person responsible for correcting the deficiency.
- B. **"Corrective Action Report (CAR)"** means a periodic report that show the progress toward correction of the audit/evaluation finding of deficiency. Send CAR to the regional office by the due date.
- C. **"Internal audits"** means each organization within the division that conducts an annual audit. The audits start by November 15th of each year. The Office of Financial Management (OFM) provides forms approved for the audits. The completed audit forms remain at the facility for review by management or auditor.
- D. **"External audits"** means audits conducted by agencies that are not part of the Division of Developmental Disabilities. Office of Operations Review audits, federal audits or audits by the Office of the State Auditor are examples of external audits.
- E. **"Facility"** means an RHC, a Field Services Office, a community residential program or other programs under the jurisdiction of audits by the DSHS, or the Office of Operations Review.

SUPERSESSSION

Division Policy Directive: 108
Issued February 1986

Approved: /s/ Norm Davis
Director, Division of Developmental Disabilities

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