TN Department of
Human Services

# Visit Violations and Corrective Action Plans

Overview

This Quick Reference Guide shows Providers how to view visit violations, and update and submit corrective action plans in the Provider Portal.

Audience

Child Care and Adult Day Services Providers

Accessing the Violations screen

To access the **Violations** screen, go to your Provider site dashboard. There, select the **Violations** button, located within the **Manage Profile** section.

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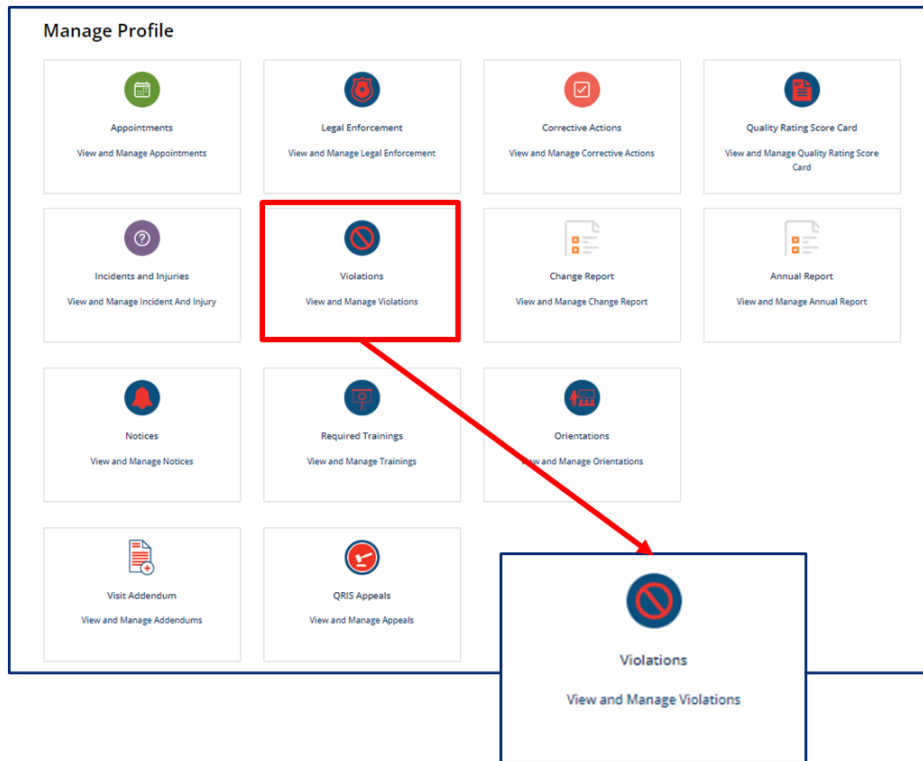
Viewing a Violation

Once you have selected the **Violations** button from your Provider site dashboard, violations logged by your regulatory individual will be listed on the **Violations** screen.

VIOLATIONS			
Violation ID	**Monitoring Visit**	**Rule description**	**Compliance Status**
VIO0001473	MNV0002108	Educator to child ratio not met.	Non-Compliant

To view a violation, click the **Number** for the violation you want to view. The **Violation Information** will appear on the screen.

VIOLATIONS			
Violation ID	**Monitoring Visit**	**Rule description**	**Compliance Status**
VIO0001473	MNV0002108	Educator to child ratio not met.	Non-Compliant

The **Violation information** will include the violation's details entered by your regulatory individual. These fields will be completed for you when you open the violation:
- **Number**
- **Applicable rule**
- **Section**
- **Rule**
- **Chapter**
- **Compliance Status**
- **Monitoring Visit**
- **Provider**
- **Provider ID**
- **Rating Assessment**
- **CAP Required**
- **Rule Description**

Violation Information

Violation

Violation ID
VIO0001473

Applicable rule
DHS Child Care

*Section

*Rule

Chapter

*Compliance Status
Non-Compliant

Provider Case

*Monitoring Visit
MNV0002108

Associated visits

Provider
Smithson Home

Provider ID
900090510

Rating Assessment

*CAP required
Corrective Action Plan

Rule description
Educator to child ratio not met.

*Narrative
Violation occured.

If a violation requires a Corrective Action Plan, the Corrective Action Plan can be updated using the **Corrective Action Plan** screen.

Accessing the Corrective Action Plan Screen

To access the **Corrective Actions** screen, go to your Provider site dashboard. There, select the **Corrective Actions** button, located within the **Manage Profile** section.
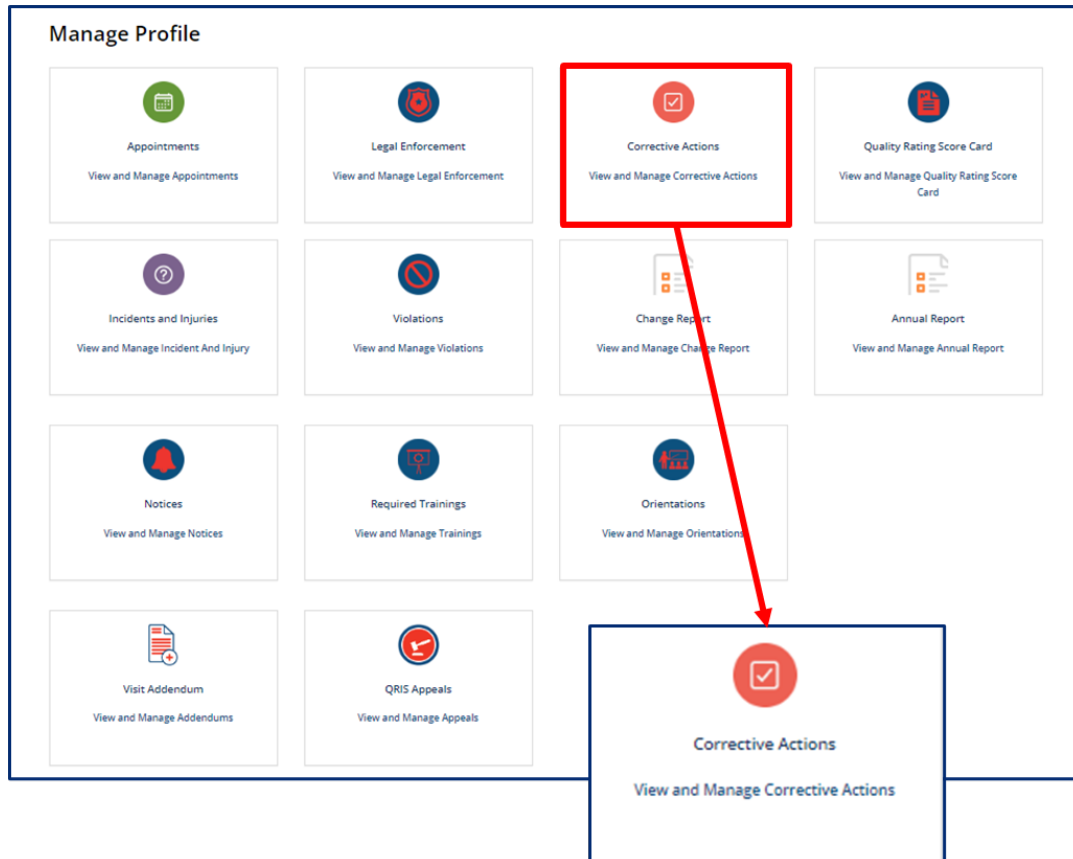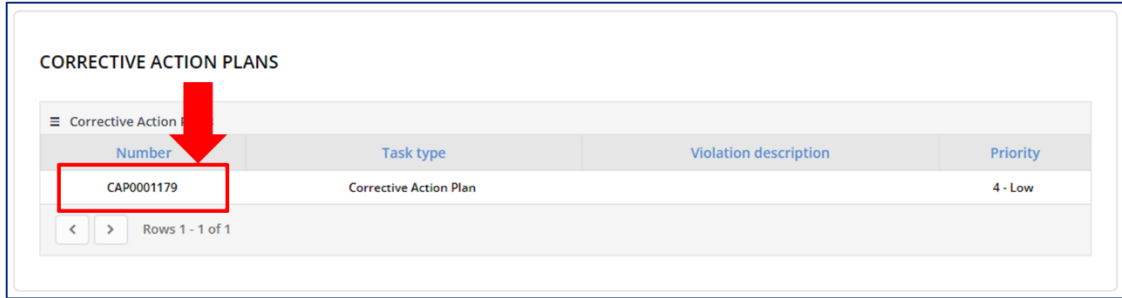

Updating and Submitting Corrective Action Plans

Corrective action plans created for your facility will appear on the **Corrective Action Plan** screen.
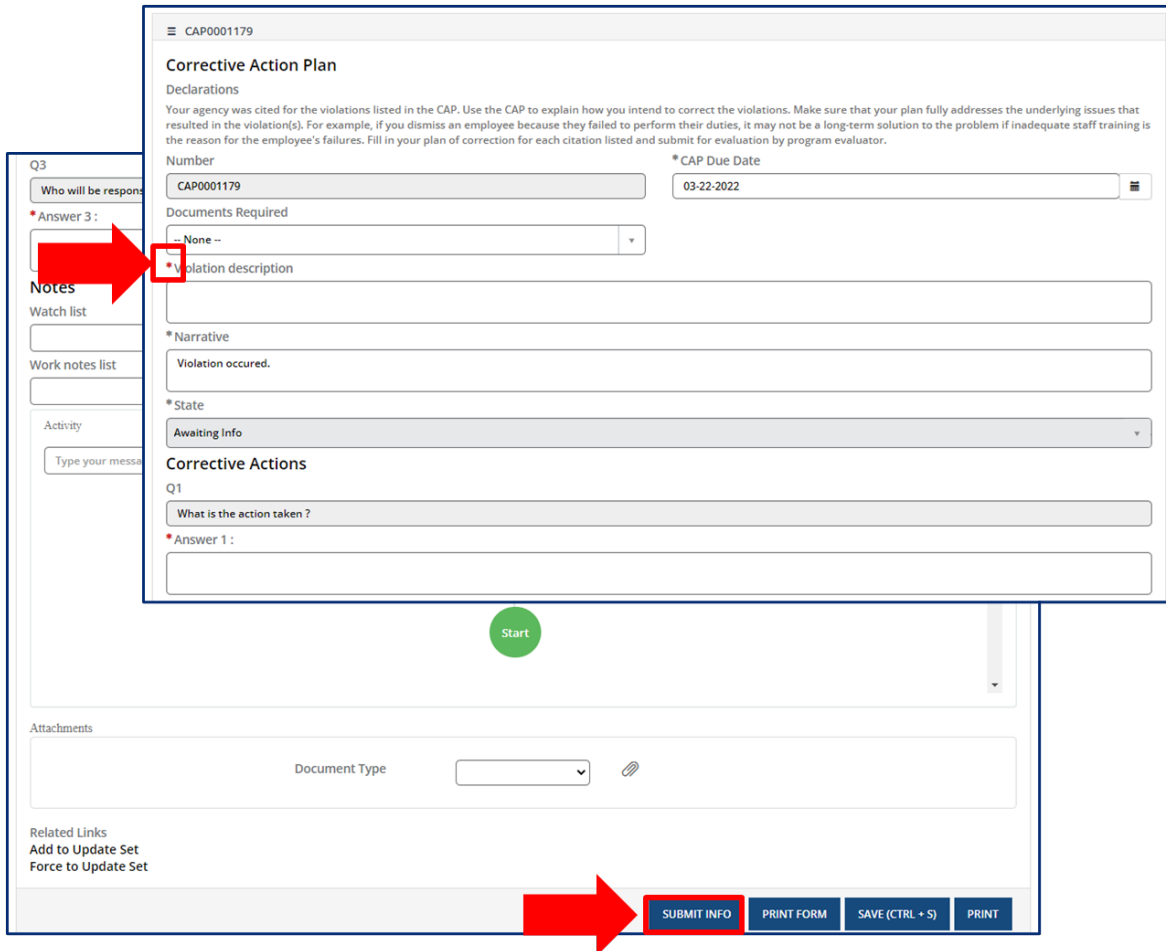
From the CAP summary screen, click on the CAP Number hyperlink to view more details and update the plan as required.

A **Corrective Action Plan (CAP)** requires you to explain how you intend to correct your cited violation, which is then reviewed by the Regulatory Individual for adequacy. Begin by reading the **Declarations** at the top of the report, then enter all mandatory* information. When ready, click the **Submit Info** button to submit the CAP for review.

The **Corrective Action Plan (CAP)** details screen displays the following fields:

- **CAP Number**
- **CAP Due Date**
- **Documents Required**
- **Violation Description**
- **Narrative**
- **State**
- **Corrective Actions Questions Section**
- **Notes Section**
- **Activity Stream**
- **Attachments**
- **Submit Info**
- **Print Form**
- **Save (CTRL + S)**
- **Print**

The **Attachments** section of the Corrective Action Plan allows you to upload documentation that demonstrates your actions taken to address the violation. Select a **Document Type** from the drop down menu. Then, click the **Add Document** to upload the document.

Saving and Submitting a Corrective Action Plan

You must submit your Corrective Action Plan after entering in all required CAP information.

In addition to submitting your CAP information for review, you may save your progress without submitting the information entered thus far. Simply click Save (CRTL+S) button to save the report. Plus, you are able to click the Print button in order to print the Corrective Action Plan.

Resubmitting a Corrective Action Plan

If the Corrective Action Plan submitted does not address the root cause of a violation, your regulatory individual will return the Corrective Action Plan to you in the system.

The Corrective Action Plan will appear on the Corrective Action Plan list. You must edit the Corrective Action Plan and resubmit the form to your regulatory individual by clicking the Submit Info button.