

SAMPLE**OCTOBER 20, 2016****INSTRUCTIONS**

COMPLAINT INVESTIGATION REPORT-CONTINUED – If the complaint allegation is substantiated, the Resource Family is in nonconformance with Written Directives or any applicable laws and a Corrective Action Plan will be issued. The RFA 9099C is used to document substantiated allegations only. Any additional deficiencies observed that are not part of the complaint allegation(s) under investigation are documented on the RFA 809 and RFA 809C and separate from the complaint.

DEFICIENCIES – are a nonconformance with Written Directives or any applicable laws. Resource Families must be notified in writing of all Written Directives or any applicable law deficiencies. Deficiencies related to a complaint investigation are only issued for a complaint finding of substantiated and documented on the RFA 9099C.

CORRECTIVE ACTION PLAN – The Corrective Action Plan (CAP) is a plan developed jointly by the Resource Family and the County which describes how the Resource Family is not meeting the requirements of one or more of the Written Directives or any applicable law, and the steps the Resource Family and the County will take to ensure that the Resource Family meets the requirements of the Written Directives or any applicable law. It is incumbent that the County establishes the time limit for the CAP. In order to set the time limit, the County must take into consideration the seriousness of the deficiency, the number of children, or non-minor dependents in care involved, and the availability of resources and support. The more specific the plan, the less chance exists for any misunderstanding in setting time limits and reviewing corrections. The Resource Family who encounters problems beyond his/her control in completing the corrections within the specified timeframe may request and be granted an extension of the correction due date by the County. The CAP will be documented on the RFA 9099C.

APPEAL RIGHTS – The Resource Family caregiver has a right, without prejudice, to discuss any disagreement in this report with the County concerning the proper application of the Written Directives or any applicable laws. When visiting a Resource Family during the course of an investigation, the County shall ensure that the Resource Family is aware of their rights and responsibilities during the investigation process, including appeal rights for any actions which may result.

APPEAL REVIEW – The County has a duty to review the facts presented without prejudice. Upon review of the facts and in accordance with Written Directives or applicable law, the County may amend any portion of the action taken, or may dismiss the violation. Levels of appeal are provided by the County.