

Completing a Corrective Action Plan as an Agency User



Knowledge Base Article

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Overview

This user guide describes how to complete a **Corrective Action Plan (CAP)** in the Ohio Certification for Agencies and Families (OCAF) system after your State Licensing Specialist has determined areas of non-compliance within an Agency Review.

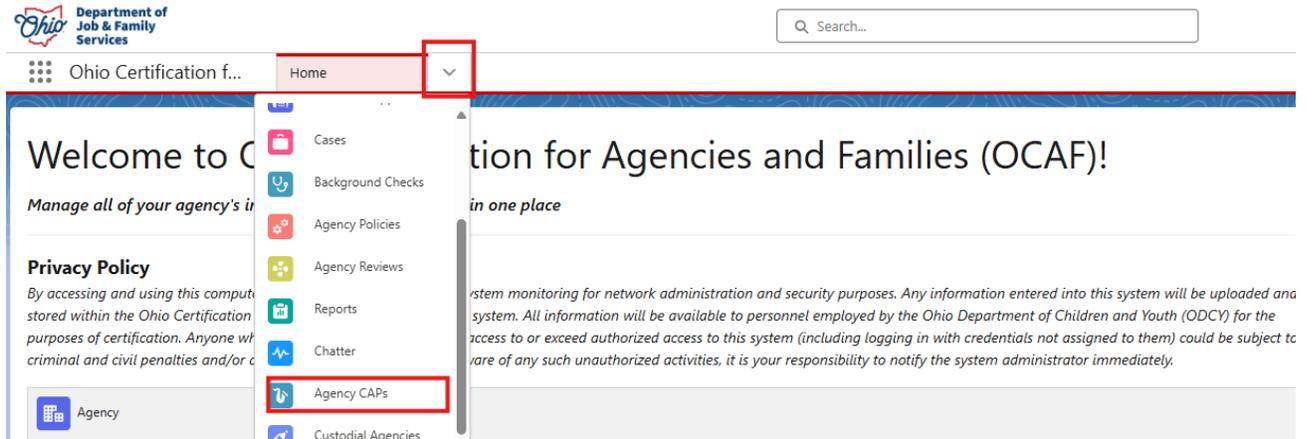
Policy and Procedure

The rules governing **Corrective Action Plans** can be found in [Chapter 5180:2-5-06](#).

Functionality Location

Upon logging in to the OCAF Home Page:

1. Click on the down arrow in the banner section next to Home, which is to the right of the nine-dot square in the upper left hand corner of the page.
2. Select the **Agency CAPs** value from the list.



The **Agency CAPs** section will appear.

3. The default filter will be **Recently Viewed** Agency CAP records, but you will need to change this view by selecting the down arrow to the right of the list view name and select All. Click the pin icon to save your list view settings.
4. The values listed on the page display **CAP number, Status, Due Date, Created Date, Agency Review** and **Agency Name**. To view the CAP form, please select the CAP Number link.

A screenshot of the Agency CAPs table. The table has columns for CAP Number, Status, Due Date, Created Date, Agency Review, and Agency Name. The first row is highlighted, and the CAP Number 'CAP-000030' is highlighted with a red box. A dropdown menu is open above the table, showing 'All' selected and a pin icon to save settings.

<input type="checkbox"/>	CAP Number	Status	Due Date	Created Date	Agency Review	Agency Name
<input type="checkbox"/>	CAP-000030	Submitted	3/12/2025	2/25/2025 8:52 AM	AR-00002598	
<input type="checkbox"/>	CAP-000036	Pending	3/21/2025	3/6/2025 11:45 AM	AR-00002601	
<input type="checkbox"/>	CAP-000034	Completed	4/5/2025	3/6/2025 10:25 AM	AR-00002600	
<input type="checkbox"/>	CAP-000035	Pending	3/21/2025	3/6/2025 11:39 AM	AR-00002601	
<input type="checkbox"/>	CAP-000037	Pending	4/2/2025	3/18/2025 12:34 PM	AR-00002609	

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The **CAP Form** will appear.

- The CAP Form will display the CAP number, Due Date (based on working days), Status and Agency Review number. All questions included in the CAP form will display the findings of noncompliance – CAP needed from the corresponding review record.
- Please review each question and comments provided by licensing staff and provide responses to the questions for each finding of noncompliance.

Ohio Certification f... Agency CAPs CAP-000030 | Agenc... X

Agency CAP
CAP-000030

Due Date	Status	Agency Review
3/12/2025	Submitted	AR-00002598

CAP Form

CAP-000030

Question: 23. During the universe period, is there documentation of the approval (either verbal or in writing) by a licensed health care professional authorized to prescribe drugs for beginning, altering or suspending medication? 5101:2-9-14(D)

Comments: [REDACTED]

What does your agency plan to do to correct this specific area of non-compliance. If this is correctable now, please provide steps to correct. ⓘ

TEST

- Upon completion of the noncompliance findings questions please save progress and submit.

The timeframe for implementation of all corrective action plans shall be no longer than thirty (30) calendar days from the date DCY approves. If you need additional time, check the box below and provide an explanation.

Timeframe is over 30 days

Please explain why the timeframe is over 30 days

Save Progress

Submit

- When submitted successfully, you will receive a success banner on the screen to confirm it has been submitted.

A State Licensing Specialist will review provide feedback, and return as needed for any corrections.

If corrections are needed on a CAP, you can make the changes on the screen and resubmit.

If no corrections are needed specialist will mark record as completed.

Please contact your licensing specialist for any additional review steps needed.

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If you need additional information or assistance, please contact the Bureau of Children Services Operational Support's [Customer Care Center](#).