



Georgia Department of Early Care and Learning

Child Care Services

CCS-1700 POI FOLLOW-UP AND MONITORING VISITS (Licensed/Registered Facilities)	Effective Date: 12/1/2007
	Revised: 10/25/2011
	Revision Effective: 1/5/2012

The following forms, letters, and/or reference materials are linked to this policy section:

- [Core Rule Monitoring Visit Checklist](#)
- [POI Notice](#)
- [POI Acknowledgement](#)
- [POI \(none received\) Acknowledgement](#)

LEGAL AUTHORITY: O.C.G.A. 20-1A-1 et seq.

Cross Reference/See Also: *CCS-200, Adverse Actions, CCS-1100, Focused Visits, and CCS-2400, Unlicensed Facilities/Providers*

I. PURPOSE

The purpose of this policy is to establish guidelines for conducting POI follow-up visits and monitoring visits to licensed and registered facilities.

II. APPLIES TO

- A. Regional directors
- B. Child care consultants
- C. Lead consultants

III. DEFINITIONS

- A. **Core Rules** – Specific rule categories that have been identified as having the greatest impact on risk to children in care that are included in each inspection visit. (See Core Rule Monitoring Visit Checklist and List of Core Rules, CCS-1200, Focused Visit System.)
- B. **Monitoring visit** – A visit made to meet the annual visit requirement, other than a licensing inspection, made in conjunction with a complaint investigation, and/or made to determine whether previous noncompliance has been corrected when a Plan of Improvement Notice was not left with the provider during the previous visit. Core rules and previous rule violations are evaluated during a monitoring visit.
- C. **POI follow-up visit** – A visit made to determine whether previous noncompliance has been corrected when a Plan of Improvement Notice (POI Notice) was left with the provider for serious, extensive or continued noncompliance with rules and regulations at the previous visit. A POI follow-up visit does not fulfill the annual visit requirement.

- D. Plan of Improvement Correction Date** - The date by which a provider must correct noncompliance with a rule that must be part of a satisfactory plan of improvement. Correction dates must fall within certain guidelines: same day, 5 days, 10 days, and 30 days, depending on the level of risk involved.

IV. POLICY

The policy of Bright from the Start is to determine during all POI follow-up visits and during monitoring visits if previous noncompliance with rules and regulations has been corrected. Consultants will also evaluate core rules during every POI follow-up or monitoring visit at any licensed or registered facility.

V. PROCEDURES

- A.** Consultants will plan and conduct a monitoring visit:
- i. To determine if rule violations during the previous visit were corrected when a Plan of Improvement Notice was not issued. The following should be considered to determine when a monitoring visit should be planned for this reason:
 1. The provider's compliance history and
 2. The level of risk to the health and safety of the children in care;
 - ii. When conducting a Category 2 or Category 3 complaint investigation;
 - iii. To meet the requirement for an additional regulatory visit, other than a licensing inspection, whether or not there were previous rule violations.
- B.** Consultants will conduct a POI follow-up visit:
- i. When a Plan of Improvement Notice was issued to the provider in connection with a previous visit, whether or not associated with adverse action (i.e., notice of an enforcement fine or revocation);
 - ii. Within 10 business days of receipt of the provider's plan of improvement or within 10 business days of the latest required correction date(s) if the provider did not submit a plan of improvement;
 - iii. When an enforcement fine notice was issued for continued noncompliance and the 10-day appeal period has lapsed. (See also CCS-200, Adverse Actions.)
- C.** Consultants may follow up to previous rule violations in some circumstances by:
- i. Telephone or
 - ii. Correspondence (the provider submits receipts, photographs, training certificates or other documentation demonstrating correction of the deficiency).
- D.** During POI follow-up visits and monitoring visits consultants will:
- i. Evaluate the core rules unless:
 1. The previous regulatory visit was conducted less than ten days prior to the POI follow-up or monitoring visit and core rules were evaluated during that visit;
 - ii. Always document room capacities and the numbers of staff and children observed in each room for child care learning centers and group day care homes;
 - iii. Always document the numbers of staff and children present in a family day care home, to include the numbers of children for pay, for no pay, and whose care is subsidized by CAPS;
 - iv. Determine if previous rule violations have been corrected;
 - v. Determine if there is a need for technical assistance;
 - vi. Determine if issuance of a Plan of Improvement Notice is warranted; if a POI Notice is issued:
 1. Explain why the POI Notice is being issued;
 2. Prepare and leave the POI Notice with the person-in-charge;
 3. Review the plan of improvement submitted by the provider and determine if it is acceptable;

- 4. Send an acknowledgement letter to the provider stating whether or not the plan of improvement was accepted and if not accepted, include the reason(s);
 - vii. Document the reason for not evaluating any previous citations on the inspection report:
 - 1. Choose the appropriate rule heading and select NE;
 - 2. Write your own comment or use predetermined text, if applicable;
 - viii. Discuss rule violations with the person-in-charge at the conclusion of the visit during the exit conference;
 - ix. Develop a plan of improvement with the person-in-charge during the exit conference;
 - x. Sign the visit and obtain the signature of the person-in-charge;
 - xi. Leave a copy of the report with the person-in-charge on the day of the visit.
- E. Consultants will:**
- i. Create a POI follow-up visit in SansWrite to document POI follow-up and monitoring visits.
 - ii. Document the evaluation of all core rules with either a comment or citation, when applicable;
 - iii. Record the reason for not completing a POI follow-up or monitoring visit on the cover page for the complaint investigation.

VI. COMMENTS –

A POI follow-up or monitoring visit will not be conducted with a technical assistance visit or Category 1 complaint/incident investigation visit, but will be planned and conducted on another date. TA follow-up may be conducted with a POI follow-up visit or a monitoring visit.