

**Email Subject Line: Remediation and Corrective Action/Plan to Prevent Recurrence – Insert Entity Name**

Thank you for meeting with **[Insert Reviewing Entity]** to discuss the review of your performance through the Quality Assessment and Improvement (QA&I) Cycle 3, Year 1 Process.

The findings of the QA&I Cycle 3, Year 1 Process for both administrative functions (Data & Policy/Training Records) and individual records (Waiver) are complete and attached for your review.

# Next Steps for Remediation

**The completed QA&I spreadsheet, along with evidence of all completed remediation, must be submitted to me via email by [ENTER DATE – 30 CALENDAR DAYS] for review and approval.**

# QA&I Spreadsheet

* The QA&I Remediation spreadsheet has multiple tabs.
  + **How to Use Spreadsheet**
  + **Guidance**
  + **Sample**
  + **Questions** – ODP will enter comments for any questions requiring remediation. Responding to these questions requires multiple steps, and additional information is available in the Guidance Tab. Responses should include:
    - A remediation action that addresses/corrects the specific finding. If applicable, a general plan to prevent recurrence will be identified in a separate Corrective Action Plan spreadsheet.
    - One remediation action selected (all others will black out)
    - One timeframe selected
    - Explanation of the remediation
  + **Score** – Remediation is required for questions receiving a score less than 100%.
* If you have already submitted your remediation to the QA&I team prior to receiving this email, the remediation actions may be entered for you.  Nothing further required for those findings.
* In addition to completing the information on the Questions tab, evidence of your remediation actions is required.

**[DELETE: IF A CAP ISN’T NEEDED, REMOVE THE NEXT TWO SECTIONS RELATED TO THE CAP AS WELL AS THE CAP/PPR PORTION OF THE SUBJECT LINE]**

# Next Steps for Corrective Action

**The completed Corrective Action Plan (CAP) document and proposed Plan to Prevent Recurrence (PPR) must be submitted to me via email by [ENTER DATE – 30 CALENDAR DAYS] for review and approval.**

# Corrective Action Plan and Plan to Prevent Recurrence

* The CAP spreadsheet has two tabs.
  + **Instructions**
  + **QA&I Tool** – Actions to remediate the specific finding should already be included in the QA&I spreadsheet and do not need to be repeated here. The Plan to Prevent Recurrence (PPR) listed on this tab should be a broader plan of how you would prevent a similar finding from occurring in the future.
* In addition to completing the information on the QA&I Tool tab, evidence that you have implemented/completed the PPR is required.

If you have any questions or need assistance in completing the above steps by **[ENTER DUE DATE HERE]**, please contact me.