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| 9000 | Post-decision Process | This section addresses activities that can occur following delivery of the product or service. This includes renewal processing, field examinations, audits, complaints, investigations, actions that limit conduct, and assessment of satisfaction. |
| 9100 | Adjustment | Updated information, recalc, clawback, added payment, new conditions |
| 9150 | Evaluation | Note that renewals are 8700; |
| 9200 | Inspection | Compliance verification: survey, field inspection, prioritize for inspection, conduct inspection  Inspection is different than Investigation.  Inspections can be initiated based on a cycle or within a cycle. A program may have a mandatory nspection every third year, or an inspection required at least once every third year. Where there is a long maximum time frame, the Licensing organization may choose to identify higher-risk targets to inspect every year and lower risk licenses left to a longer cycle that is mandatory but not otherwise having an obvious need for attention. |
|  | 9210 Recipient Reporting | Recipients of grants and licenses may be required to submit an annual report even if there is no payment required. A grant recipient may have to show results from the award; A licensee may have to demonstrate they are making use of thee permit and not keeping it on the shelf; or show they are using it and not sub-letting it. |
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|  | Prioritize | The system has parameters defined where the client enters coefficients (values) and entities are identified that meet the filtered results. The user may go through iterations to refine the values for the parameters to get to right sized list based on available staff. |
|  | Target | Discretionary selection may be organized based on geography or organization type. The user would filter for inspection licenses in a geographic area, or of an industry type. |
| 9300 | Complaint | Public may complain against a licensee, facility, or be a whistleblower |
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| 9400 | Inhouse Complaint Assessment | Where the call center or specialist followup can be resolved through clarification with the complainant and target without involving others. |
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| 9500 | Investigation | As noted above 9500 Investigation is different than 9200 Inspection. An Inspection may lead to an Investigation. Complaints may lead to an investigation when not resolved by the call center or inhouse complaint resolution |
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| 9600 | Citation | An investigation may lead to a citation or short of a citation and agreement with the recipient to affirm positive behavior. An adjustment to terms of the award requires action under 9100. |
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| 9700 | Appeal | This is a major category which typically gets little attention. Each appeal is a case in itself. A separate appeal management system may be used rather than having a small module within a larger case management system. Appeals may require scheduling inperson meetings that are not typically part of a licensing system. |
| 9720 | Schedule | Scheduling is a major category that typically gets little attention. The DMV is a notable example of a licensing program where Scheduling is required. Breakdowns in the scheduling process has undermined the credibility of the entire organization and system even though overall licensing and registration do many things well even with older technology. |
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| 9740 | Conduct Appeal hearing |  |
| 9800 | Decision on Appeal |  |
| 9900 | Actions based on Appeal Decision | Where do we do refer for criminal action? Blackballed/suspended/on probation |