

Mitigation and Due Process Checklist

Failure to Maintain a Safe and Harassment-Free Workplace

Document general information in OA and specific details (i.e., confidential info) in a separate secure file. Document after every step. Refer to the Mitigation and Due Process Worker's Guide for more details. Upload completed checklist to EDMS.

Consumer Name: _____ **Prime:** _____

Mitigation & Due Process

Clarify the safety or harassment concern with paid providers

Conversation with consumer

Verbal warning – Date: _____

Written warning (letter template) within 5 business days of verbal warning

Send draft warning letter to CO for review before sending

Deliver letter to consumer in person or by registered mail – Date: _____

Upload letter to secure file (not EDMS)

Send copy of letter to CO policy analyst

Explore IHCA as an option, if applicable

Offer consumer other service options (CBC)

Final Step – Provider in Immediate Jeopardy

Staff with CO policy analyst

Move to close in-home services, immediately

Send draft of 540 to CO policy analyst for review

Send 540 to consumer

Upload 540 to EDMS

Send 540 to CO policy analyst

Offer consumer other service options, IHCA & CBC

Final Step – Provider NOT in Immediate Jeopardy

Staff with CO policy analyst

Monitor & document if further incidents occur after warnings

If incidents continue, move to close in-home services

Send draft of 540 to CO policy analyst for review

Send 540 to consumer

Upload 540 to EDMS

Send 540 to CO policy analyst

Offer consumer other service options, IHCA & CBC