



IAAME Portal Manual for Adoption Service Providers

Home

The Portal Homepage is where the ASP will locate “Important Dates”, including the ASP’s Accreditation/Approval Expiration, when the Accreditation/Approval Agreement and Application Part B (self-study) are due, and the date of scheduled On-Site Review (as applicable).

IAAME will post important news and updates in the “News” section of the Portal Homepage.

Activities

The Activities tab is where the ASP will enter new and edit existing activities.

Submitting a Self-Report **(Please see Appendix for “Self-Report Required Documentation”).*

1. Click “Create Activity” to create a new Self-Report Checklist.
2. The ASP may enter additional information regarding the report in the “ASP Notes” section of the report. *(Be sure to click “save” before submitting the report, if notes are entered).*
3. In the Checklist ASP section of the Self-Report, choose the Self-Report Type from the drop down box.
4. Enter the date of event or occurrence. A “Link Supporting Document(s) to Checklist Item” window will appear so you can upload supporting documentation
5. You can also click the [Upload] link to the right of the date field to upload supporting documentation. The link will change to the number of documents linked once you're done uploading.
6. Click “Upload New Document” then click “browse” to locate the file.
7. Be sure to click “Link to Current Checklist Item” before clicking “Done”. The system will alert you it’s been linked by displaying a message: “Document uploaded and linked”. *(If you do not click “link to current checklist item before clicking “done”, the system will not link the document to the self-report)*
8. Select “yes” or “no” to attest the information in the self-report is accurate.
9. Click “Submit to IAAME”.

Submitting Application Part B (self-study)

IAAME would recommend that agencies/persons utilize Google Chrome instead of Internet Explorer, to experience optimal functionality of the Portal.

IAAME staff will create the Application Part B Activity in your Portal account:



1. Go to “Activities” tab in Portal and click the pencil icon: “Application Part B” Activity from Activities Type list.
2. Under the “Checklist” section of the Activity, you will see a dropdown labeled: “Standards Category”.
 - a. Click on the drop down to see the full list of categories of standards.
 - b. Select the category you wish to complete.
3. In that category, click on the sub-standard you wish to upload/link evidence to. (*The sub-standard will appear in blue in Chrome*).
 - a. The total number of required evidence for that sub-standard, and your progress in uploading/linking evidence is listed next to the substandard (e.g. 0/2).
 - b. Once in the “Supporting Documentation for Checklist Item” window: Click the “Upload/Link/View” hyperlink next to the required evidence listed.
 - c. In the “Upload/Link Supporting Document(s)” window, you can upload documents directly from your computer, or link documents already uploaded from the “Documents Not Linked” section.
 - i. If you’ve already uploaded a document to the Portal and linked it to another sub-standard, you may choose that same document from the “Documents Not Linked” section, and “link” it to that sub-standard as evidence. Click on the “Link” button beside the document and it will show as being linked to that sub-standard evidence requirement.
 - ii. If you have not already uploaded a document to the Portal, choose “Upload New Document”, then select “Browse” to locate the document saved on your computer. Once the document is selected, click “Save Upload”. This document will then be linked to that sub-standard as evidence.
 - d. When finished, click “Done” to exit the “Upload/Link Supporting Document(s)” window for that sub-standard.
 - i. Notice the number to the right of the sub-standard on the “Checklist, will change depending on the amount of evidence you uploaded/linked (e.g. change from “0/2” to “2/2”). Once all evidence for that sub-standard has been uploaded/linked, the number will turn green (when utilizing Chrome).
4. When all required evidence has been uploaded/linked to the corresponding sub-standards, click “Submit to IAAME”. Once submitted, you will not be able to make any changes to the Activity.

Other important functions:

- A green “Category Progress” bar will show progress for each standard category.
- The “Activity Progress” bar at the top will show progress for the entire Activity.
- Ensure you click “Save” in each section as you move through, and before you close the Activity out to return to it later.



- For those sub-standards where a “Not Applicable” option is available, if an “N/A” is indicated in the sub-standard, the number next to the sub-standard on the “Checklist” will be green and indicate “0/0”.

Client Applications

The Client Applications tab is where the ASP will add new Client Applications.

ASPs have two options:

- 1.) Enter each new client application individually by clicking “create client application” or
- 2.) Upload an excel file (CSV format) with multiple new client applications.

Option 1: Create Client Application

In the Client Applications tab:

1. Click “Create Client Application” and the “Application detail” window will appear.
2. Enter all required information, including the city, state, and country where the client applicant resides, the client applicant(s) DOB, whether client applicants have previously adopted through intercountry adoption, and what country the client applicants are planning to adopt from. If the client applicant has not yet chosen a country, please choose “UNDECIDED” from the drop down list. (*This field must be edited in the Client Application Detail once determined - See Editing Client Application section below*).
3. Once all information is entered, click “Save”.

Option 2: Import from File

In the Client Applications tab:

1. Click “Import from File” to import an excel document in CSV format, for quick upload of several applications at once.
 - When creating the excel spreadsheet, ensure the column headings match the instructions listed in the “Import Client Applications from File” section, otherwise you will receive an error message when you attempt to upload the file.
 - To use the prefilled CSV file template: click the “Download” link to download a sample CSV file, which you may use to save and import into the Portal.
 - Ensure the file is saved in CSV format, otherwise you will receive an error message when you attempt to upload the file.
2. Click “Browse” and choose the saved CSV file you wish to import, then click “Continue”. The system will ask you to verify the import results. You may edit imported information in any of the fields.
3. Once you’ve verified all information is complete and accurate, click “Finish Import”. These applications will then appear in the Client Applications section of the site.



Editing Client Applications

Once a client application has been added:

1. Click the pencil icon next to the client application details to edit the original application.
2. Click “Apply Changes”
3. Below the client application details of the original application, you will see a section labeled “adoptions”. You will see the original client application listed there.
 - You may click on the pencil icon next to “Original Application” to edit the original application, and add details about the adoption such as referral date, child birth name, child’s DOB, etc. as the ASP obtains the child information and click “apply changes”.
4. To add additional children to the original application:
 - Click “Create Adoption”.
 - A new Adoption Detail window will open, and you’ll be prompted to enter information about the additional child, including referral date, child’s birth name, DOB, country of origin, etc. Follow this same process for each additional child.

M&O Follow-Up

IAAME is requiring all Adoption Service Providers (ASPs) to enter certain client-specific data into the IAAME portal. This client-specific data corresponds to demographic information and points in time for each intercountry adoption. The data will be used to:

Augment data ASPs are required to report annually to the Accrediting Entity per 22 CFR Subpart F 96.43(a);

- Collect, analyze, and report data on intercountry adoptions; and
- Respond to the Department of State’s request for IAAME to collect additional pertinent data related to intercountry adoptions.

To collect this data IAAME created an “M & O Follow-Up” tab in the IAAME portal. To enter the required data, the ASP will click on the M & O Follow-Up tab in the menu bar within their IAAME Portal account.

- Upon clicking the M & O Follow-Up tab a listing of the ASP’s client applications will appear. This list includes the application identification number, application acceptance date, name of parent 1, name of parent 2, city, state, country, number of children being adopted, and will indicate the number of client applications that require follow-up to enter the required data.
- To enter the information, the ASP will click on the pencil at the beginning of each row. Once the pencil is clicked a list will appear that includes all the required data elements. The



ASP may enter the information directly into this form and click the “done” button located on the right-hand side of the page.

- Not all required data must be entered at the same time as not all information is known at the same time and as different actions within the adoption process are completed at various time points throughout the case.
- The M & O Follow-Up tab is designed so ASPs can go to one place to enter the required information and track such information to completion.
- Once all required information is entered for each referral the client application will no longer appear on the M & O Follow-up Tab. Only those client applications that have data remaining to be entered will appear in this tab.

It is expected that ASPs will start entering the required data fields for all client applications after a referral for a child has been accepted and will continue to enter requires information as the data becomes available. The required information is to be entered for each child referred for each client application. If a client application has only one associated child referral then the data would be entered for that referral, and if a client application has more than one associated child referral the data will be entered for each child referred.

IAAME will collect, analyze, and report information on this data to the Department of State and to ASPs. The data and reports will be provided to increase the knowledge and information regarding trends in intercountry adoptions. The reports will be utilized to provide information to assist with identifying areas of strength and areas in need of improvement. Gathering and reporting on this information will allow data to be shared that can be utilized with other entities, including the Department of State and the Secretary, United States Legislation, and foreign governments, to increase awareness, enhance confidence, and support intercountry adoption.

Definitions for Data to be Entered:

Referral Date: Date the referral of the child was accepted by the prospective adoptive parent (PAP)

Child Name: Birth name of the child

Child Date of Birth: Official birth date for the child

Child Country of Origin: Country from which the child immigrated or country to which the child emigrated

Home Study Approved: Date PAP’s home study was finalized and approved

USCIS Filing Date: Date the I800a/I600a was filed with USCIS. If an “out of order adoption”, date the joint I600a/I600 document was filed with USCIS

USCIS Approval Date: Date of USCIS approval of the I800a/I600a. For an “out of order adoption”, date the joint I600a/I600 was approved by USCIS

Dossier Date: Date dossier was submitted to the country of origin

Referral Given: Date the referral was given to the PAPs



Name of Orphanage: Name of orphanage or if not from an orphanage name of the agency with custody of the child

Foreign Custody: Date the PAPs took legal custody or guardianship of the child in the country of origin

Visa Issuance: Date the visa was approved for the child

Citizenship Acquisition: Date child was granted citizenship

Monthly Reports

By the 5th of each month, each ASP will create a monthly report of all client applications submitted for the prior month (*i.e. By May 5th, the ASP will submit a monthly report that includes all new client applications reported for the month of April*)

Follow these steps to submit the Monthly Report:

1. On the Monthly Reports tab in the Portal, click “Create Monthly Report”. You will see all client applications reported in the Portal from the previous month, autofill into a generated Monthly Report.
2. If the ASP has reported NO new client applications posted in the previous month, indicate so by checking the “No billable activities this month” checkbox before submitting the Monthly Report.
3. The ASP can add notes to the “ASP Notes” section, if the ASP has any additional information about the monthly report that IAAME should be aware of when reviewing. (Make sure you click “Save” to save the note, before submitting your monthly report)
4. Once you’ve verified all information is accurate and accounted for in the Monthly Report, click “Submit Monthly Report”.

** Once the Monthly Report has been submitted in the Portal, it can no longer be edited.*

** Please do not upload Monthly Reports in the Documents tab in the portal.*

** If you are expecting issues submitting your monthly report:*

- *Ensure all Client Application for the previous month have been entered in portal BEFORE generating your monthly report.*
- *Try deleting the monthly report, and generating a new report.*

Documents

To upload a document into your IAAME Portal account, click the Documents tab.

1. Click “Upload Files”.



2. A box will appear on the screen that says, “Drop files here or click to upload”. Click inside the box.
3. Select the file(s) that you wish to upload (*hint: it is best to name your document so that you’re able to identify it easily in this section later, i.e. “Annual Attestation 2018”*).
4. A PDF logo will appear in the box with a check mark once it’s finished uploading.
5. A drop-down menu will appear on the screen, under “Document Type”.
6. Select the Document Type from the list of available options.
7. Click “Save uploaded files”.
8. The document(s) will appear in a Documents list. Any document with a status of “unlocked” can be edited or deleted from the Documents list by the ASP.

Appendix ***(Supporting Documents Required for Self-Reports)***

In accordance with 22 CFR 96.25, IAAME has the authority to request the information provided herein, as well as additional documentation and information deemed necessary to ensure compliance of the Adoption Service Provider with Hague Standards, the IAA, and the UAA.

Please submit the identified supporting documentation with your Self-Report. IAAME will review the Self-Report and supporting documentation, and will then contact the Adoption Service Provider to request additional information or documentation as necessary to ensure compliance.

Accreditation or Approval for the Addition of Outgoing Cases

Due within five (5) business days of the decision by the agency/person to add outgoing cases

- Formal request letter to IAAME with a brief explanation of the reason(s) for the decision to provide services for outgoing cases
- A copy of the agency’s policies and procedures for outgoing cases
- A template/example of the child background study

Actions by Licensing or Other Oversight Bodies or Other Investigative Entity

Due within 48 hours from the effective date of the action on the licensing authority notification document.

- A copy of the notification from the licensing or regulatory authority including any review and/or investigative findings from the licensing or regulatory authority
- A copy of the adoption service provider’s response including corrective action plan, if applicable
- When received, documentation that the adoption service provider’s response has been accepted
- When received, notification from the licensing/regulatory authority that license has been restored to “regular” status or equivalent



Allegations of Child Buying or Fraud by an Employee or Associate of the Agency or Person or Arrest of an Employee or Associate of the Agency/Person Related to Adoption Services

Due within 48 hours of discovering child buying or fraud allegations/arrests/convictions.

- A detailed description of the incident
- Copy of any notification received regarding the child buying or fraud

Bankruptcy

Due within five business days from the decision to file for bankruptcy.

- Detailed explanation of reason(s) for the bankruptcy
- The adoption service provider's plan that addresses the need for ongoing service delivery to consumers and/or the discontinuing service delivery

Change in Address

Due within 48 hours prior to the effective date of the change or earlier.

- Effective date of the change in address
- New address
- Information regarding the storage of confidential information
- Verification that State Licensing has been notified

Change in CEO/Executive Director/Contact Person

Due within 48 hours prior to the effective date of the change or earlier.

- Name of interim, acting, or new CEO/ED
 - Confirmation of their qualifications as outlined in 96.32(a) and 96.37
 - Compensation information
- Name and email address of new contact person for the adoption service provider
- Effective date of the change

Change in Corporate Structure

Due within five business days of the decision by the agency/person to change corporate structure.

- A detailed explanation of reason(s) for the change or loss of 501(c)(3) status
- A copy of the board resolution or a copy of the notification of loss of non-profit status received from the IRS
- Copies of the state and IRS response and/or approval for a filing for a change in corporate structure



Change in the Adoption Services Provider's Fees Charged to Prospective Adopting Individuals/Families

Due within 30 business days of the decision by the agency/person to change the schedule of adoption fees.

- A copy of the changed/revised fee schedule that is provided to a prospective adoptive parent(s)
- A copy of the fee schedule prior to the change in fees
- A description of the reason(s) for the change(s)
- A screenshot verifying that the adoption service provider has updated their changed fees in the Adoption Tracking System

Completion of the Agency or Person's Annual Financial Review

Due within 30 calendar days from the completion of the agency or person's annual internal financial review.

- Annual internal review
- Documentation demonstrating how the agency or person maintains on average, sufficient cash reserves, assets, or other financial resources to meet operating expenses for two months.

Completion of the Agency or Person's Audit

Due within 30 calendar days from the completion of the agency's independent audit.

- Independent audit (every four years)
- Accompanying management letter or qualified opinion letter

Death of a Child

Due within 48 hours of learning of the death of an adopted child.

- A detailed explanation of the occurrence
- Action taken or to be taken, or notifications made

Decision by the Agency or Person to Merge with, Acquire, or be Acquired by Another Party/Entity

Step One due within five business days from the date of the agency/persons' official decision to merge with, acquire, or be acquired by another party/entity.

Step One (within five days of the decision of the merger/acquisition)

- Identification of the agency/provider with which the adoption service provider has decided to merge with, acquire, or be acquired by ("Other Agency/Person")
 - The other agency/person's name and address



- Whether the other agency/person is currently accredited or approved, or is applying for accreditation or approval (if the accrediting/approving entity differs from IAAME, provide the name of the accrediting/approving entity)
- A detailed narrative that explains the reasons for and the expected impact of the merger/acquisition
 - Reasons for the merger/acquisition
 - The extent to which the merger/acquisition will result in a significant change in the delivery of adoption service (e.g., new or discontinued services or policies)
 - The extent to which the merger/acquisition will have a significant impact on the successor agency/person's financial position
 - The impact of the merger/acquisition on existing adoption cases
 - Changes in country programs and fees

Step Two (post-notification)

- A copy of the amended by-laws, articles of incorporation, or other comparable, legally effective statements of the merger/acquisition, as soon as available
- Copies of all required licenses for the successor agency/person, with written confirmation from the applicable regulatory authorities confirming the status of the required licenses (after merger/acquisition)
- A description of the adoption services being provided by the other agency/person at the time of the formal decision to merge/acquire
- The other agency/person's most recent annual report
- The other agency/person's most recent financial audit (with management letter)
- Revised organizational chart, identifying those management positions that will be filled by management of the other agency/person
- An explanation of the extent to which the merger/acquisition will significantly impact the job responsibilities of non-management staff
- If the other agency/person is in the process of becoming accredited or authorized by an entity other than IAAME, written confirmation from the other accrediting entity to the services for which the other agency/person is seeking accreditation or approval and the other agency/person's applicant status at the time of the formal decision to merge/acquire

Decision of Agency or Person to Close

Due within five business days of the official decision by the agency or person to close.

- Provide the date the adoption service provider's closure is to be effective
- Provide a written document outlining the adoption service provider's plans and actions being taken or to be taken to:
 - Complete list of cases in progress by country, with status for each case
 - When possible, complete services for active cases
 - Transfer pending/active intercountry adoption cases and case records to other agencies or persons or another appropriate custodian



Discontinuation of Intercountry Adoption Services

Due within 48 hours of the decision by the agency/person to discontinue services.

- Provide the date the adoption service provider will no longer provide the intercountry adoption service(s)
- Provide a complete list of cases in progress by country, with status for each case
- Provide a written document outlining the adoption service provider's plans and actions being taken or to be taken to:
 - When possible, complete services for all cases in progress
 - Transfer pending intercountry adoption cases and case records to other accredited agencies or approved persons or other appropriate custodian

Disruption of an Intercountry Adoption

Due within 30 days of the agency/person having knowledge of the disruption.

- Detailed explanation and narrative of the disruption, including:
 - The child's birth name
 - The child's date of birth
 - The foreign country from which the child emigrated
 - The orphanage from which the child was adopted
 - Any known special needs of the child
 - If the child was hosted prior to the adoption
 - If the child was part of a sibling group
 - Name of adoptive parents
 - The state to which the child immigrated
 - The date of the child's placement for adoption
 - Names of the agencies or persons that handled the initial placement for adoption
 - Citizenship status of the child
 - Reason for and resolution of the disruption of the placement for adoption
 - Name of the agencies or persons handling the disruption
 - Plans for the child
 - Current location of the child
 - When the child's new placement took place
 - Current legal status of the new placement
 - Number of moves between original adoptive placement and current placement
 - Demographic information for new placement
 - Any involvement by Child Protective Services
 - Actions taken or to be taken by the adoption service provider in response to the disruption
 - Was the new placement an unregulated custody transfer?
- ATS Screenshot
- Completed post-placement or post-adoption reports
- Adoptive family home study



- Adoptive family training verification
- Child referral information
- Adoption Services Contract signed by the adoptive parents
- Evidence that the Central Authority of the sending country has been notified of the disruption

Dissolution of an Intercountry Adoption

Due within 30 days of the agency/person having a knowledge of a dissolution.

- Detailed explanation and narrative of the dissolution, including:
 - The child's birth name
 - The child's current name
 - The child's date of birth
 - The foreign country from which the child emigrated
 - The orphanage from which the child was adopted
 - Any known special needs of the child
 - If the child was hosted prior to the adoption
 - If the child was part of a sibling group
 - Name of adoptive parents
 - The state to which the child immigrated
 - The date of the child's placement for adoption
 - Names of the agencies or persons that handled the initial placement for adoption
 - Citizenship status of the child
 - Reason for and resolution of the dissolution of the placement for adoption
 - Name of the agencies or persons handling the dissolution
 - Plans for the child
 - Current location of the child
 - When the child's new placement took place
 - Current legal status of the new placement
 - Number of moves between original adoptive placement and current placement
 - Demographic information for new placement
 - Any involvement by Child Protective Services
 - Actions taken or to be taken by the adoption service provider in response to the dissolution
 - Was the new placement an unregulated custody transfer?
- ATS Screenshot
- Completed post-placement or post-adoption reports
- Adoptive family home study
- Adoptive family training verification
- Child referral information
- Adoption Services Contract signed by the adoptive parents
- Final adoption decree of the new adoption
- Evidence that the Central Authority of the sending country has been notified of the dissolution



For Lawyers, Loss of Good Standing Status or Initiation of Disciplinary Action by a State Bar Association

Due within 48 hours from the effective date on the notification document.

- Detailed explanation of reasons the lawyer is not in good standing or why disciplinary action was initiated
- Copies of any documentation received from the state bar or jurisdiction

For Social Workers, Loss of Good Standing Status or Initiation of Disciplinary Action by State Licensing or Professional Social Work Review Body

Due within 48 hours from the effective date of the notification document.

- Detailed explanation of reasons the social worker is not in good standing or why disciplinary action was initiated
- Copies of any relevant documentation received from the state licensing and/or the professional review body

Initiation of Intercountry Adoption Services

Due within 48 hours of the decision by the agency/person to initiate services in a foreign country.

- Narrative regarding decision to initiate intercountry adoption services
- Country in which intercountry adoption services will be provided
- Authorization from the Central Authority or identified foreign entity to provide adoption services
- Date of initiation of intercountry adoption services (the date authorization was provided by the Central Authority or identified foreign entity)
- Licenses/Authorization of in-country personnel to provide adoption services (if applicable)
- Service Plan Template
- Fee Schedule

Initiation of Legal Action by Third-Parties

Due within 48 hours from the effective date on the notification document regarding initiation of the legal action.

- A detailed explanation, including the basis for the action
- Names of party(ies) initiating
- Names and titles of workforce members named in the legal action
- A copy of the notice received from the third party initiating the legal action

Initiation of Primary Provider Activities

Due within 30 business days of the decision by the agency/person to act as a primary provider.



- Provide an updated Executive Verification Form.
- Provide a narrative describing the adoption service provider's plans to act as a primary provider. Specify the type and volume of cases the provider plans to be the primary provider for, the location of primary provider programs, and the additional resources that will be obtained and other changes that will be implemented to fulfill the responsibilities of primary provider. The narrative should include information regarding how the Adoption Service Provider has capacity to provide the services outlined in 96.14

Judgments, Violations, or Convictions of Employees or Associates of the Agency or Person

Due within five business days from the effective date on the notification document regarding the judgment, violation, or conviction.

- A detailed explanation or copy of the judgment, violation, or conviction
- Action initiated or to be initiated by the adoption service provider in response to the judgment, violation, or conviction
- Any additional self-report necessary

Loss of Authorization to Provide Adoption Services in any Foreign Country

Due within 48 hours from the effective date on the notification document of loss of authorization.

- A detailed explanation of the basis for the action by a foreign country
- Copies of any documentation received from the foreign government pertaining to the loss of authorization
- Case Transfer Plan, if applicable

Notification of Change in Supervised Providers

Due within 30 calendar days of the decision by the agency/person to discontinue using a Supervised Provider or to add a Supervised Provider.

- If discontinuing relationship, provide correspondence between adoption service provider and supervised provider documenting the discontinued relationship.
- If initiating a new relationship, provide the completed supervised provider agreement with supporting documentation (disclosures, licenses, etc.).
- The ASP is responsible for verifying that the Supervised Provider meets all applicable standards.
 - For all Supervised Providers, provide evidence that the Supervised Provider is in compliance with laws of the state (96.45(a)(1)) or foreign country (96.46(a)(1)) in which it operates.
 - For Foreign Supervised Providers, provide evidence that the Foreign Supervised Provider does not have a pattern of licensing suspensions or other sanctions and has not lost the right to provide adoption services in any jurisdiction (96.46(a)(4)).
- For Foreign Supervised Providers, a copy of the Foreign Supervised Provider's Policies and Procedures reflecting the prohibitions in 96.36(a).



- For Foreign Supervised Providers, a narrative from the Foreign Supervised Provider regarding the training they provide to their agents and employees regarding 96.36(a).
- For Foreign Supervised Providers, a copy of the adoption laws of the specific country in which the Supervised Provider will be working – 96.46(a)(1).

Opening or Closing an Office

Due within 30 business days from the decision by the agency/person to open an additional office(s) or close an existing office(s).

- A copy(ies) of any applicable license(s) and/or certificates for the new state or a copy of application for license in the new state if applicable
- Estimated date(s) of additional office(s) providing services to consumers or an existing office closing
- Mailing address(es) of the office(s)
- Name and contact information of the individual(s) responsible for managing the office(s), as well as education and experience
- Information regarding the storage of confidential information
- A list of adoption services being provided in the additional office or closing office

Revocation of State License of Authority

Due within 48 hours of receipt of formal documentation revoking the license.

- A copy of notification from the licensing or regulatory authority including any review and/or investigative findings from the licensing or regulatory authority
- A copy of the corrective action plan developed by the adoption service provider
- A copy of the licensing or other investigative authority/entity's approval of the plan

Serious Injury of a Child

Due within 48 hours of learning of a serious injury to an adopted child.

- A detailed explanation of the occurrence
- Action taken or to be taken

Significant Change in Compensation for Employees and/or Supervised Providers (Change Greater than 10%)

Due within 30 business days of the significant change(s) in compensation.

- A detailed explanation of change(s) in compensation
- Reason(s) for the change(s)
- Amount of current compensation and the new compensation amount
- Effective date of the change