Problem Resolution System Office Procedure for handling BSEA Decisions

Upon receipt of decisions from the BSEA, case information must be entered into the appropriate sections of the Service Now database, under the BSEA Referrals Tab. The case is then assigned to the designated staff person for follow up and resolution. The staff person then issues a notification letter to the public agency within 10 business days which states:

* The issues determined to require follow-up actions, and the specific activities required of the public agency;
* Acceptable evidence of implementation;
* Timeline for resolution.

All such letters must be reviewed and approved by a supervisor prior to issuance. In the event that a public agency does not take the required actions, the Department will follow up with appropriate enforcement action to ensure compliance.