Consolidated Accountability and Support Application (CASA) Corrective Action Log

Purpose

The purpose of the Corrective Action Log is to consolidate citations for noncompliance into a single location. In addition to facilitating communication between the Department and the agency that has been cited, this application logs required actions, important dates and supporting documentation.

Contacts

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Accreditations Citations – Please contact the appropriate Iowa Department of Education School Improvement consultant with questions.

Process of Addressing a Citation for Noncompliance

Required Access Level

Acknowledgment of Citation – This action must be done by the head administrator of the agency (Superintendents, Nonpublic Administrators, and AEA Chief Administrators). These users should be automatically set up in CASA. If you do not see CASA on your toolbar within the Education Portal, please contact the CASA Team, casa@iowa.gov.

Responsibility for Completion of Action Step – Action steps must be assigned only to users with “submit” level access. Before assigning responsibility to a member of your staff, please have them verify the level of access they have by logging into the Education Portal and selecting “My Profile” at the top right-hand corner. If CASA_Submit does not appear in the “role” column next to the district name, the user DOES NOT have the access needed to complete the citation.

- The Department strongly suggests that AEA citations for Special Education noncompliance be assigned to the Director of Special Education to oversee. This ensures that the Director is involved from the beginning to the end of the process.
- Nonpublic administrators must assign action steps to themselves; they cannot be delegated to other users.

Acknowledge Receipt of Citation of Noncompliance (Head Administrator)

The head administrator (Superintendent, Nonpublic Administrator, and AEA Chief Administrator) has **10 days** from the date the email notification was sent to acknowledge the citation. Only users with these levels of access will be able to perform this step.

- Log in the Iowa Education Portal.
- Select CASA (Consolidated Accountability and Support Application) from the toolbar at the top.
- Click the "Corrective Actions" text found at the top left corner of the screen.
- From the Corrective Actions Dashboard, you will see a list of all citations for your agency. Find the citation with a status of "Not Acknowledged." Clicking on the column name for any item in this table will allow you to sort the list by that field.
- Click either the "Issue" text or the "Not Acknowledged" text in the status column to open the citation.
- Click the edit button at the bottom right of each action step to add the name, email address and phone number of the person responsible for overseeing the completion of the action step.
    - **In order to fulfill the 10-day acknowledgement requirement, you must assign each action step to a member of your agency for completion.**
    - **The person assigned responsibility must have submit level access to the CASA system.** Instructions for determining what level of access the person has are found above in the **"Required Access Level"** section above.
    - Nonpublic agencies: Head administrator must be responsible for all action steps.
    - Important – Please provide the citation number to those who have been assigned responsibility so that they will have it to complete the necessary steps outlined below.

Note: The time sensitive required step is not complete until the status of the citation changes to "In Progress."

Provide Evidence of Correction of Noncompliance and Submission for Review (User Assigned to Action Step)

Instruction below outline how to complete an action step for which you have been assigned responsibility.

- Log in the Iowa Education Portal.
- Select CASA (Consolidated Accountability and Support Application) from the tool bar at the top.
- Click the "Corrective Actions" text found at the top left corner of the screen.
- From the Corrective Actions Dashboard, you will see a list of all citations for your agency. Find the citation for which you have been assigned responsibility. Clicking on the column name for any item in this table will allow you to sort the list by that field.
- Click either the "Issue" text or the status shown in the "status" column to access the citation.
- Find the action step you are responsible for and click the edit button.
- There are three fields that can be used to communicate correction of noncompliance with the Department/AEA. Please use the **required** "explanation of correction" field to briefly explain how the action was completed. You may also use the optional upload or link fields to provide the Department with supporting documentation. Use the save button at the bottom to save your work.
- When you are finished providing a response to the required action step, submit the evidence for review by the Department. Navigate back to the full list of required actions.
- Click the "in progress" button on the far right of the action step to activate the option to mark the action as ready for review.

Department Review of Evidence Provided

Department staff will be notified when an action step is marked as ready for review. After review, the status of action step will be updated to:

- Complete – No further action is required for action steps marked as complete.
- Further Action Required – The evidence submitted was not accepted by the Department. Email notification will go to the agency's head administrator.

The status of the citation itself is dependent on the status of all action steps. If all are complete, the status of the citation will be closed. If any of the action steps require further action, the status of the citation will be "Further Action Required." If any of the action steps are overdue, the status of the citation is "Action Overdue."