



CMLS Guide: Issue management

Issue management

Issues can be recorded in CMLS at a Service Provider and a Contract level. Issues may be generated by the Service Provider, DCP Contract Manager, or as a result of performance data.

View current issues

1. Log into CMLS and click on the Contract Tab.
2. Scroll down to the My Issues Form. Within this form, users can view issues, issue status, severity, and treatment actions for all contracts.
3. Filter by any column by typing into the text box below the column header.
4. Click on the blue hyperlinked text to open the Issue Record.

MY ISSUES

Issue ID	Status	Contract Number	Contract Title	Service Type	Contract Status	Issue Description	Issue Date	Severity of Issue	Issue Author Name	Treatment Actions								
578	Approved	P268C1	Family Based Care	General Family Based Care	Active	Received 10 referrals from DCP this year that do not match services and therefore we have had to refuse.	19-Feb-2020	Performance Issue Level 2	Phoebe Farncomb	<table border="1"> <thead> <tr> <th>Treatment Action ID</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>76</td> <td>Consultants to complete Safe Infant Care Training</td> </tr> <tr> <td>77</td> <td></td> </tr> <tr> <td>78</td> <td></td> </tr> </tbody> </table>	Treatment Action ID	Description	76	Consultants to complete Safe Infant Care Training	77		78	
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77																		
78																		
577	Approved	P268C1	Family Based Care	General Family Based Care	Active	Safe infant care training not completed	18-Feb-2020	Performance Issue Level 2	JessicaContractMa	<table border="1"> <thead> <tr> <th>Treatment Action ID</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>76</td> <td>Consultants to complete Safe Infant Care Training</td> </tr> <tr> <td>77</td> <td></td> </tr> <tr> <td>78</td> <td></td> </tr> </tbody> </table>	Treatment Action ID	Description	76	Consultants to complete Safe Infant Care Training	77		78	
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576	Approved	P268C1	Family Based Care	General Family Based	Active	Test operational issue	17-Feb-2020	Performance	JessicaContractMa	Treatment								

5. The Issue Record will provide further information including detailed issue description, and issue treatments.

Issue Details

Issue Identifier: Issue Status:

Issue Generated By: Service Provider/Contract Issue:

Issue Description:

Issue Date: Issue Closure Date:

Date Issue Entered into System:

6. Users can return to the contract screen at any time by clicking the **Parent: Contract** button in the top right corner of the form.

Issue

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Submit an Operational issue

Operational issues that are ongoing or pose a long term risk to the operations of a specific contract, can be submitted to your DCP Contract Manager via CMLS.

1. Log into CMLS and click on the **Contract tab**.
2. Scroll down to the **My Issues form**.



- Use the **Contract Number drop down menu** to select the appropriate Contract Number.
- Click on the **Operational – Contract Issues button**.

- Enter the **Contract Issue description** and **Issue date** into the required fields.

- Click the **Save button** at the top of the screen to save the issue without submitting.
- Click the **Submit button** to send the Contract Issue Record to your DCP Contract Manager.
- The DCP Contract Manager will review the issue and discuss with you.
- The issue status will be updated to approved or rejected by the DCP Contract Manager.

Issue Treatments

Issue Treatments assigned to a Service Provider contract can be viewed in the Issue Treatment form.

Service Providers can edit the issue treatment actual end date and attach evidence or documents against a treatment.

- Follow steps above to open the **Issue Record**.
- Scroll down to the **Issue Treatments form**.
- Click on the hyperlink text to open an Issue Treatment.

Treatment Action Identifier	Treatment Action Description	Status	Treatment Action Responsibility	Treatment Action Start Date	Treatment Action Planned End Date	Treatment Action Actual End Date
122	Issue Treatment action description.	In Progress	Service Provider Contract Manager	09-Feb-2021	28-Feb-2021	

- In the **Issue Treatment Details form** input the **Treatment Action Actual End Date** by selecting a date using the calendar.
- To attach a document, click the **Attached Documents button**.
 - Click the **Green plus upload button** and choose the file from your computer
 - Click **Open**, then click the **close button**.
- Click the **Save button** at the top of the screen.



Treatment Tasks

Treatment Tasks assigned to a Service Provider can be viewed in the Treatment Tasks form.

Service Providers can edit the Treatment Task Actual End Date and attach evidence or documents against a treatment.

1. Follow steps above to open the **Issue Treatment**.
2. Scroll down to the **Treatment Tasks form**.
3. Click on the hyperlink text to open a Treatment Task.

Treatment Action Identifier	Status	Treatment Task Description	Treatment Task Critical Response Level	Treatment Task Responsibility	Treatment Task Start Date	Treatment Task Planned End Date	Treatment Task Actual End Date
122	In Progress	Treatment task description	Medium	Service Provider Contract Manager	01-Feb-2021	27-Mar-2021	

4. In the **Treatment Tasks form** input the **Treatment Task Action Actual End Date** by selecting a date using the calendar.
5. To attach a document, click the **Attached Documents button**.
 - a. Click the **Green plus upload button** and choose the file from your computer
 - b. Click **Open**, then click the **close button**.
6. Click the **save button** at the top of the screen.