**New Program Application Process**

1. Provider submits *Application to Add a New Program Form.*
2. The Division of Certification reviews the application for completeness.
3. If the application is incomplete, the Division of Certification contacts the provider for additional information.
4. Once the application is complete, the Division of Certification sends notification to the provider of the approval and the dates of their Initial Certification (6 months) and informs them of the requirement of an Initial Health and Safety review. If the application is denied, the Division of Certification will notify the provider.
5. Provider will notify the Division of Certification when they are ready for the Health and Safety review.
6. The Division of Certification will conduct an on-site Health and Safety Review visit to review the location and issue a Written Report of Findings to the provider. If deficiencies are noted, the provider will be required to submit an acceptable Plan of Compliance.
7. If this location is for a new service, the provider will notify the Division of Certification when service provision begins.
8. If a service review is needed, the Division of Certification will conduct an on-site visit to review documentation. If deficiencies are noted, the provider will be required to submit an acceptable Plan of Compliance.
9. When the provider is in full compliance, a program Certificate of Operation will be issued.