

WHAT IS A FIX-IT TICKET?

In 2018, licensors began issuing a fix-it ticket for certain violations identified by the Commissioner that do not imminently endanger the health, safety, or rights of children. Stakeholder conversations over recent months provided valuable feedback on this new process and informed the development of an expanded fix-it ticket list.

As a reminder, you may not receive a fix-it ticket if you received a fix-it ticket or correction order for the same violation at your last annual licensing inspection. Fix-it ticket violations must be corrected at the time of inspection or within 48 hours (excluding Saturdays, Sundays, and holidays). For violations corrected within 48 hours, the provider must submit evidence to the licensor that the violation has been corrected within one week.

If the provider does not correct the violation onsite or within 48 hours and/or fails to submit evidence that the violation was corrected, the licensor must issue a correction order for the violation(s) listed on the fix-it ticket list.