



TITLE	POLICY NUMBER	
OLR License/Application Closure-FHL	DCS 15-01	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Office of Licensing and Regulation	01/18/2018	2

## I. POLICY STATEMENT

When an applicant or licensee requests closure of an application or license, the private licensing agency shall submit a request for withdrawal of a license in the Department’s Electronic Database. This policy outlines how an application/license shall be closed with verifiable written communication, without verifiable written communication, or loss of contact.

## II. APPLICABILITY

This policy applies to all applicants, licensees, private licensing agencies, and the employees of the Office of Licensing and Regulation.

## III. AUTHORITY

<a href="#">A.R.S. § 8-503</a>	Powers and Duties
<a href="#">A.R.S. § 8-505</a>	Issuance of licenses; application; investigation; renewal
<a href="#">A.R.S. § 8-509</a>	Licensing of foster homes; renewal of license; provisional license; exemption from licensure; immunization requirements
<a href="#">A.A.C. R21-6-414</a>	Licensing Actions

#### IV. DEFINITIONS

Adverse licensing action: A decision by OLR to deny, suspend, or revoke a license.

Department or DCS: The Arizona Department of Child Safety.

Good standing: Describes the status of a foster home that has not expired, does not have current outstanding concerns or corrective action plan, deficiencies, reports or investigations known by the department.

Office of Licensing and Regulation (OLR): The administration within DCS that is responsible for reviewing and evaluating applications for licensure; supervising and monitoring licensees; and completing all official licensing actions, including issuing, denying, amending, suspending, and revoking a license.

Verifiable written communication: A statement from the applicant/licensee advising the intention of the applicant/licensee to close the application/license. This can be Voluntary Withdrawal of Application for Licensure or Closure of License (CSO-1233A) form or email to the private licensing agency or directly to OLR stating the intentions to close the application/license.

Withdrawal: The closure of an application or license that is not the result of an adverse action.

#### V. POLICY

- A. When a withdrawal request with verifiable written communication has been received by OLR, OLR will close an existing license or application.
- B. When there is no verifiable written communication and the home remains in compliance with all licensing standards, the license shall remain open until the license expires.
- C. When there is a loss of contact with an applicant/licensee and the home does not remain in compliance with all licensing standards, OLR will revoke an existing license or deny an application under the following circumstances:
  1. Reasonable efforts, to include but not limited to the efforts described in this Policy, Procedure sections C and D, to locate the applicant/licensee

have been made by the private licensing agency; and

2. An applicant/licensee does not submit verifiable written communication indicating a desire to close their application/license within thirty (30) days of the initial attempt to contact the applicant/licensee.

## VI. PROCEDURES

- A. When an applicant or licensee advises that they would like to close their license or application, their private licensing agency shall:

1. send the applicant/licensee a [Voluntary Withdrawal of Application for Licensure or Closure of License \(CSO-1233A\)](#) form via USPS or email. The communication from the private licensing agency shall include the following statement:

“Please return this signed form to (private licensing agency specialist’s name and address and or email) within ten (10) calendar days of the date of this communication or OLR may commence a denial or revocation action. PLEASE BE AWARE THAT A DENIAL OR REVOCATION ACTION MAY INFLUENCE FUTURE LICENSURE.”

2. accept the signed, written request via email, USPS, or personal delivery;
3. upload the signed Voluntary Withdrawal of Application for Licensure or Closure of License (CSO-1233A) form or other verifiable written communication to OnBase and submit the request in the Department’s Electronic Database within 24 hours of the receipt of the verifiable written communication or form.

- B. When the verifiable written communication or signed form is received by OLR, the Unit Manager or designee shall:

1. verify the license or application is closed in the Department’s electronic database; and
2. notify the private licensing agency if the verifiable communication has not been submitted on OnBase.

- C. When there is a loss of contact or no verifiable written communication received by the private licensing agency within thirty (30) calendar days of receipt of notification of the intent to withdrawal or close their license, the private licensing agency shall:
1. notify the designated OLR Agency Team Lead that the licensee/applicant has not returned the signed Voluntary Withdrawal of Application for Licensure or Closure of License (CSO-1233A) form or other verifiable written communication;
  2. submit a copy of the letter which documents the date Voluntary Withdrawal of Application for Licensure or Closure of License (CSO-1233A) form was provided to the licensee/applicant;
  3. document the above contact and the outcome of the contact; and
  4. make a recommendation to OLR about continuation of the license/application.
- D. When the OLR Team Lead or designee is notified that the licensee/applicant has not returned the signed Voluntary Withdrawal of Application for Licensure or Closure of License (CSO-1233A) form or other verifiable written communication, the OLR Team Lead or designee shall send the applicant/licensee an email that:
1. Verifies the Department's understanding of their desire to close the application/license and that no verifiable written communication or signed Voluntary Withdrawal of Application for Licensure or Closure of License (CSO-1233A) form has been received;
  2. Includes the following statement:

“Please return this signed form to (licensing agency specialist's name and address and or email) within ten (10) calendar days of the date of this letter, or OLR may commence a denial or revocation action. PLEASE BE AWARE THAT A DENIAL OR REVOCATION ACTION MAY INFLUENCE FUTURE LICENSURE.”; and
  3. Includes the Voluntary Withdrawal of Application for Licensure or Closure of License (CSO-1233A) form as an attachment.

- E. If verifiable written communication is returned to the private licensing agency at any time during this process, the agency shall initiate a withdrawal in the Department's Electronic Database and upload the communication in OnBase.
- F. If no response is received from the applicant/licensee within ten (10) calendar days of the date the email was sent; the Team Lead will staff with Supervisor or Designee.
- G. The OLR internal process for revocation or denial shall be followed if a decision is made to revoke or deny the application/license.

## **VII. FORMS INDEX**

[CSO-1233A The Voluntary Withdrawal of Application for Licensure or Closure of License](#)

[CSO-1233AS The Voluntary Withdrawal of Application for Licensure or Closure of License \(Spanish\)](#)