



Office of Children's Services
Empowering communities to serve youth

**Program Improvement:
Using Audit Results to Promote Best Practices and Meaningful Decisions**

Presented
April, 2017

FINALLY.....THE WAIT IS OVER



WHAT HAPPENS NOW?

REACTIVE RESPONSE



PROACTIVE RESPONSE



Course Objectives

This interactive session will feature a discussion of three systemic CSA audit observations.

- ❑ Participants will act as a mock Community Policy and Management Team (CPMT) receiving an audit report.

- ❑ The session will explore...
 - ❑ How auditors and other stakeholders can utilize the audit results to evaluate local programs and promote best practices, and
 - ❑ CPMT's response, potential best practices, and future implications.

Course Objectives

This interactive session will feature a discussion of three systemic CSA audit observations.

- ❑ Each group (mock CPMT) will be provided an audit report to be discussed among the team members.

- ❑ The teams will be asked to:
 - ❑ consider best practices and the future implications for the CSA program if no action is taken to address the audit observations, and
 - ❑ prepare a management response in the form of a quality improvement plan that incorporates best practices and demonstrates how deficiencies will be resolved.

SYSTEMIC AUDIT OBSERVATIONS

- ❑ **Observation 1: Improve utilization management and utilizations reviews practices (UM/UR) practices and procedures**
- ❑ **Observation 2: Improve documentation of service planning activities and records management.**
- ❑ **Observation 3: Improve reconciliation process in managing CSA fund balances.**



Best Practice: KNOW YOUR STAKEHOLDERS

- ❑ FAMILIES
- ❑ COMMUNITY
 - ❑ RESIDENTS
 - ❑ BUSINESS
 - ❑ NON-PROFIT/COMMUNITY ORGANIZATIONS
- ❑ LOCAL GOVERNMENT REPRESENTATIVES
- ❑ STATE GOVERNMENT REPRESENTATIVES
- ❑ AUDITORS (INTERNAL/EXTERNAL)

Best Practice: KNOW YOUR STAKEHOLDERS

□ FAMILIES

□ Observation: UM/UR Practices and Procedures

- Implications

- Best Practices

□ Observation: Documentation of Service Planning

- Implications

- Best Practices

□ Observation: Fund Reconciliation

- Implications

- Best Practices



Best Practice: KNOW YOUR STAKEHOLDERS

❑ COMMUNITY

❑ Observation: UM/UR Practices and Procedures

❑ Implications

❑ Best Practices

❑ Observation: Documentation of Service Planning

❑ Implications

❑ Best Practices

❑ Observation: Fund Reconciliation

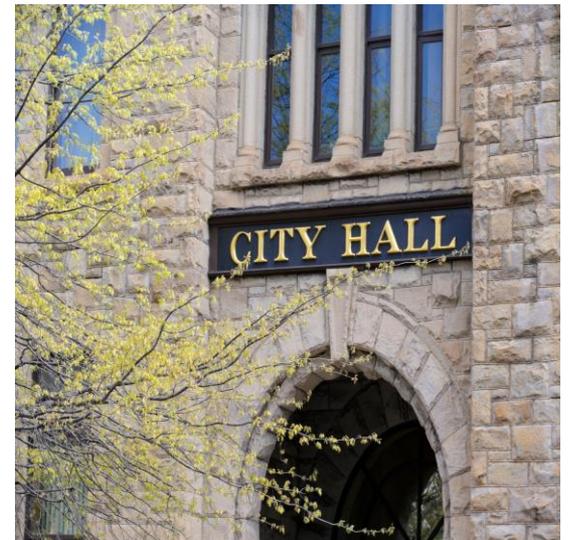
❑ Implications

❑ Best Practices



Best Practice: KNOW YOUR STAKEHOLDERS

- ❑ LOCAL GOVERNMENT REPRESENTATIVES
 - ❑ Observation: UM/UR Practices and Procedures
 - ❑ Implications
 - ❑ Best Practices
 - ❑ Observation: Documentation of Service Planning
 - ❑ Implications
 - ❑ Best Practices
 - ❑ Observation: Fund Reconciliation
 - ❑ Implications
 - ❑ Best Practices



Best Practice: KNOW YOUR STAKEHOLDERS

- ❑ STATE GOVERNMENT REPRESENTATIVES
 - ❑ Observation: UM/UR Practices and Procedures
 - ❑ Implications
 - ❑ Best Practices
 - ❑ Observation: Documentation of Service Planning
 - ❑ Implications
 - ❑ Best Practices
 - ❑ Observation: Fund Reconciliation
 - ❑ Implications
 - ❑ Best Practices



Best Practice: KNOW YOUR STAKEHOLDERS

▣ AUDITORS

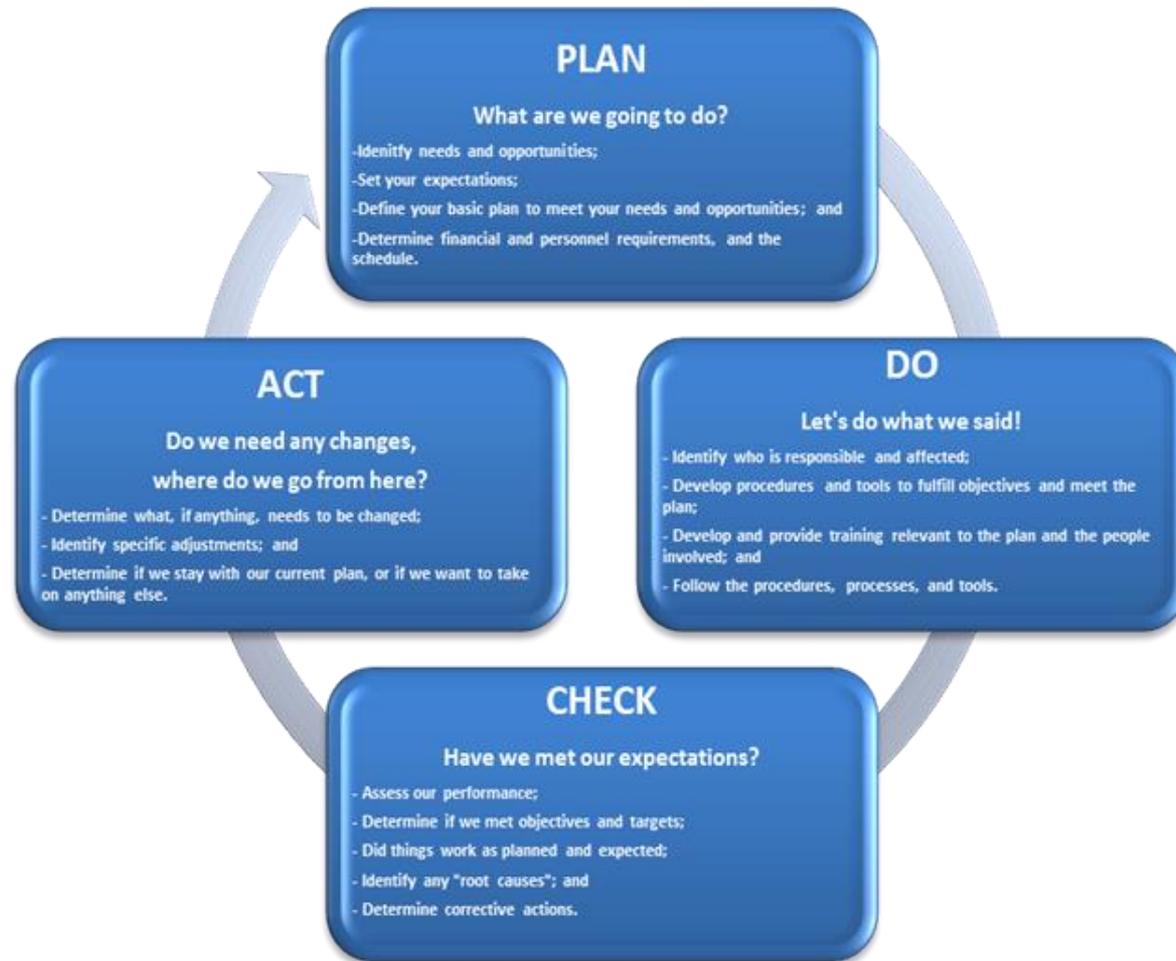


"Yes! Our financial data is PERFECT; nobody touch ANYTHING until the auditors leave!"

Best Practice: KNOW YOUR STAKEHOLDERS

- ❑ AUDITORS (INTERNAL/EXTERNAL)
 - ❑ Observation: UM/UR Practices and Procedures
 - ❑ Implications
 - ❑ Best Practices
 - ❑ Observation: Documentation of Service Planning
 - ❑ Implications
 - ❑ Best Practices
 - ❑ Observation: Fund Reconciliation
 - ❑ Implications
 - ❑ Best Practices

Best Practice: QUALITY IMPROVEMENT PLAN



GROUP EXERCISE



Best Practice: COMMUNICATE



WHAT WE COVERED TODAY – BEST PRACTICES

- PROACTIVE not REACTIVE
- KNOW YOUR STAKEHOLDERS
- QUALITY IMPROVEMENT PLAN
- COMMUNICATE

QUESTIONS



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