



Office of Children's Services
Empowering communities to serve youth

10th Annual
Commonwealth of Virginia CSA Conference

"And Still We Rise"

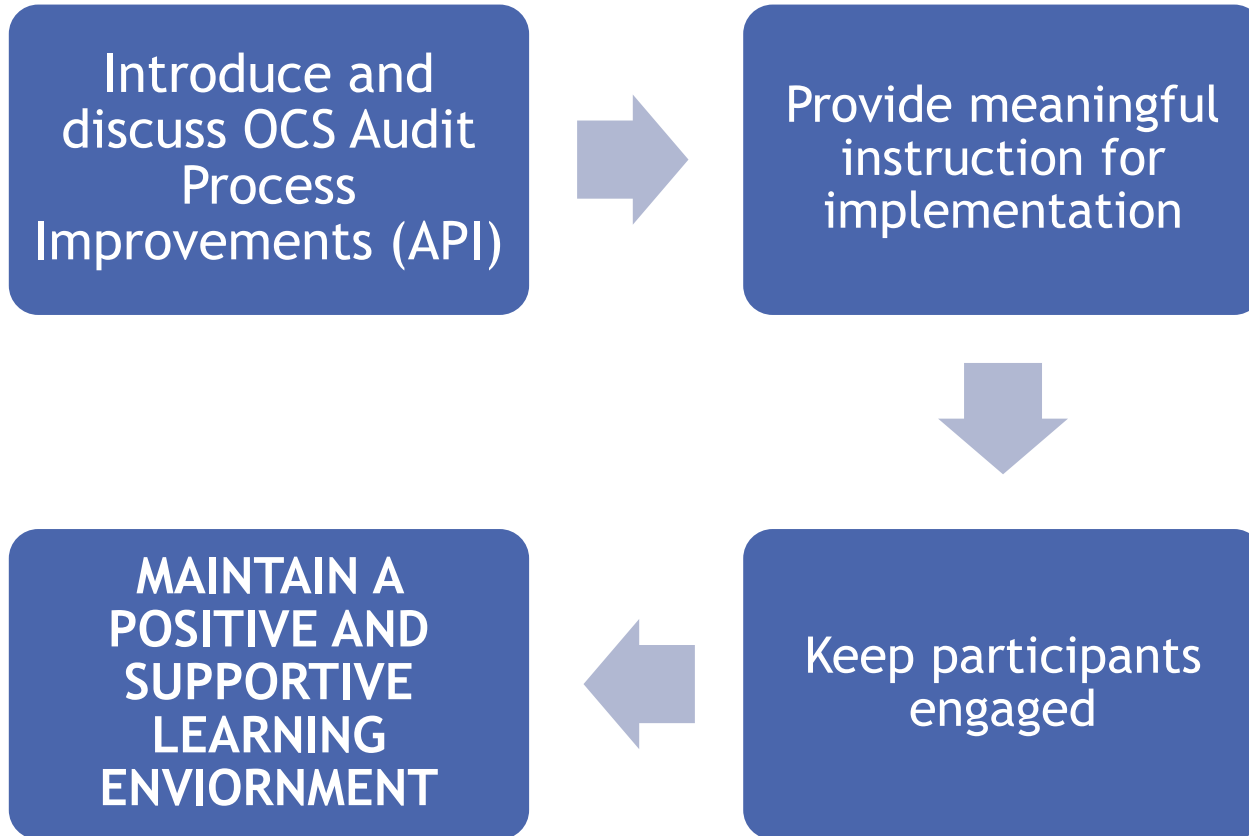
**October
28-29, 2021**

VIRTUAL PROGRAM

**Breakout Session 2: CSA Basics Track
CSA Program Audit Process Improvements**

SESSION OBJECTIVES

Presenter's Objectives:



SESSION AGENDA



MEET THE
A-TEAM



API: DOCUMENTATION
SUBMISSION TIMELINES



API: QUALITY
IMPROVEMENT PLAN
STATUS UPDATES



API: REMOTE
AUDIT PROCESS



KEY POINTS

Room Survey

Raise Your Hand If.....

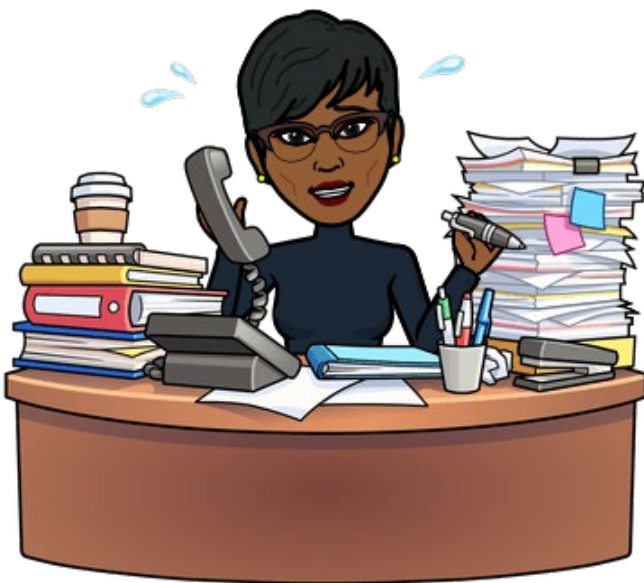
- You're Team Coke or Pepsi
- You're Team Mountain Dew
- You're Team Dr. Pepper



Meet the Team

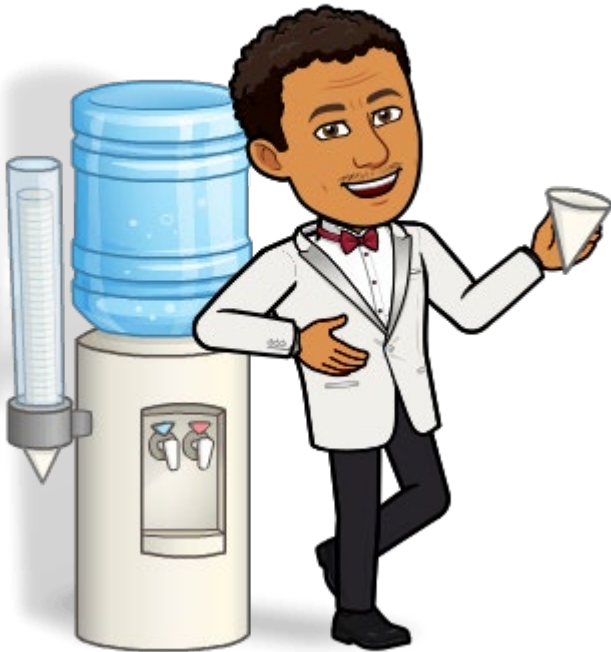


The Real A-Team



Annette Larkin
Program Auditor
Annette.Larkin@CSA.Virginia.Gov

The Real A-Team



Rendell Briggs
Program Auditor
Rendell.Briggs@CSA.Virginia.Gov

The Real A-Team



Stephanie Bacote
Audit Manager
Stephanie.Bacote@CSA.Virginia.Gov

API: Documentation Submission Timelines

Where the due date for submission has passed, there will be no subsequent request to provide documentation. Audits will proceed accordingly.

- **Initial Request for Documentation**
 - No later than 2 WEEKS from date written request is received**

- **Additional/Follow-up Request**
 - No later than 2 WEEKS from date written request is received**

API: Documentation Submission Timelines

- **Client Comments for the Final Audit Report**
 - ❑ **2 WEEKS** after the exit conference is conducted or
 - ❑ No later than **1 WEEK following the first CPMT meeting that occurs after the exit conference**
 - ❑ Options to be discussed and agreed upon by all parties during the exit conference and confirmed via email.

API: Documentation Submission Timelines

- **Quality Improvement Plans (QIPs)**

After receipt of final audit report as follows:

- **30 CALENDAR DAYS** for Self-Assessment Validations
- **45 CALENDAR DAYS** for Onsite Engagements



Polling Question 1

Fun Trivia

Which two U.S. states do not observe daylight saving time?

Texas and Wyoming

Arizona and Texas

Arizona and Hawaii

Texas and Hawaii



API: Remote Auditing Process:

Fieldwork	General Audit Procedures	Audit staff will objectively evaluate alternate procedures adopted locally to ensure continuity and access to services and funding impacted by COVID-19							
	Client Case Reviews	<p>Localities will be asked to scan (paper to .pdf) a select number of files for audit examination that will be transmitted to the auditor securely (password protected/encrypted).</p> <ul style="list-style-type: none">The auditor will select a limited number of client records with transaction history during the most recent 12 month period from when the audit is initiated (e.g. September 19 – August 20).The number of records requested is based on the client population of the locality as indicated by CSA utilization reports maintained by OCS. <table border="1"><thead><tr><th>Population</th><th># of Files Requested</th></tr></thead><tbody><tr><td>1 to 50</td><td>5 cases</td></tr><tr><td>51 to 500</td><td>10 cases</td></tr><tr><td>> 501</td><td>15 cases</td></tr></tbody></table> <ul style="list-style-type: none">The auditor will provide the CSA Coordinator with a standardized document request form (Attachment 2-Sample) identifying the cases selected for review and the specific documents from each file to be securely transmitted to the auditor. This will ensure that efforts focus on specific documents rather than the full client record. The form also serves as a checklist for the auditor and the local CSA office to record documents submitted for review or provide justification for the absence of the requested information.	Population	# of Files Requested	1 to 50	5 cases	51 to 500	10 cases	> 501
Population	# of Files Requested								
1 to 50	5 cases								
51 to 500	10 cases								
> 501	15 cases								

Document
Request List
Client Record
Review

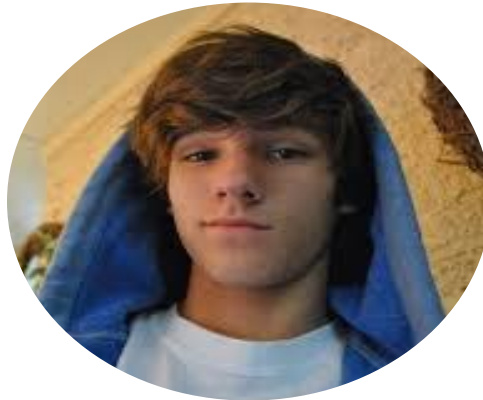


MANDATE TYPE: SPECIAL EDUCATION SERVICES IN AN APPROVED EDUCATIONAL PLACEMENT
(Expenditure Category 2g Special Education Private Day Placement)

PART I:	Selected Clients:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
		Case No.	Case No.	Case No.	Case No.	Case No.	Case No.	Case No.	Case No.	Case No.	Case No.	
	Documents Requested											
	Check Box <i>if Submitted</i>	Document Description					Auditor/Client Comments:					
	<input type="checkbox"/>	Proof of mandate eligibility <i>(Local form)</i>										
	<input type="checkbox"/>	IEP					For the period covering:					
	<input type="checkbox"/>	FAPT Notes <i>(where applicable)</i>					For the period covering					
	<input type="checkbox"/>	Utilization Reviews										
	<input type="checkbox"/>	Consent to Exchange Info					For the period covering					
	<input type="checkbox"/>	Provider placement agreement or rate sheet <i>(for private day placements and a residential placements)</i>										
	<input type="checkbox"/>	Treatment Plans/Progress Reports										
	<input type="checkbox"/>	Proof of CPMT Funding Approval										
<input type="checkbox"/>	Purchase Orders											
<input type="checkbox"/>	Vendor Invoices											

PART II:	Exceptions	
	Selected Clients:	Explanation/Description:
	Case No.	
	Case No.	
	Case No.	
	Case No.	
	Case No.	
	Case No.	
	Case No.	
	Case No.	
	Case No.	
PART III:	Certification	
	Name (Print)	Date:
	Signature	Date:

PARTICIPANT ENGAGEMENT



Meet Johnnie Appleseed

- ▶ FC A/N-LDSS
Entrustment
Custody
- ▶ SPED

MANDATE TYPE: FOSTER CARE ABUSE/NEGLECT – LDSS ENTRUSTMENT / CUSTODY

(Expenditure Categories 1a,1b,1e, 2a, 2a1, 2c, 2e, 2f,2f1, or 2i Foster Care IV-E or all other children licensed residential congregate care, congregate education , treatment foster care federal and state , state and federal community based services, foster care maintenance and other services , community based services ,transitional community based services from residential to community ,or Psychiatric Hospital /Crisis stabilization units)

PART I:	Selected Clients:	<input checked="" type="checkbox"/> Case No. 111	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	
	Documents Requested											
	Check Box if Submitted	Document Description					Auditor/Client Comments:					
	<input type="checkbox"/>	Proof of mandate eligibility <i>(Local form)</i>										
	<input checked="" type="checkbox"/>	IFSP/Other Service Plan <i>(Other service plans include Foster Care Plan, Family Partnership Meeting Plans, Multi-Disciplinary Team Plans)</i>					For the period covering: 5/1/20 – 4/30/21					
	<input checked="" type="checkbox"/>	FAPT Notes (where applicable)					For the period covering: 5/1/20 – 4/30/21					
	<input checked="" type="checkbox"/>	Utilization Reviews					Last UR performed during the review period					
	<input checked="" type="checkbox"/>	Consent to Exchange Info					For the period covering: 5/1/20 – 4/30/21					
	<input checked="" type="checkbox"/>	Title IV-E Determination Form					For the period covering: 5/1/20 – 4/30/21					
	<input type="checkbox"/>	Approved Foster Care Home Certificate (if in a local home)										
	<input type="checkbox"/>	Fostering Futures Agreement (where applicable)										
<input checked="" type="checkbox"/>	Provider placement agreement or rate sheet (if placed through a child placing agency or in a residential placement)					Grafton and Braley & Thompson						
<input checked="" type="checkbox"/>	VEMAT (if receiving enhance maintenance payments)					For the period covering: 5/1/20 – 4/30/21						

	<input type="checkbox"/>	CBBHS assessment signed by a Licensed Mental Health Profession (if client does not have Medicaid)	
	<input checked="" type="checkbox"/>	Treatment Plans/Progress Reports	<u>Braley & Thompson</u> and Grafton
	<input checked="" type="checkbox"/>	Proof of CPMT Funding Approval	To coincide with the selected expenditures on the LEDRS payment history
	<input checked="" type="checkbox"/>	Purchase Orders	To coincide with the selected expenditures on the LEDRS payment history
	<input checked="" type="checkbox"/>	Vendor Invoices	To coincide with the selected expenditures on the LEDRS payment history
	<input checked="" type="checkbox"/>	Certificate of Need / Evidence of IACCT Referral (if in residential placement)	
	<input type="checkbox"/>	ICC Discovery Document (where CSA funds ICC Services)	
	<input type="checkbox"/>	Proof Medicaid Eligibility (where applicable)	
	<input checked="" type="checkbox"/>	Medicaid Authorization/Denial/ Appeals (where eligible and services funded by CSA include, but not limited to, community-based behavioral health services – IIH, TDT, MHSS, residential services and TFC-CM)	Medicaid Authorization to TFC –CM

PART II:	Exceptions	
	Selected Clients:	Explanation/Description:
	Case No.111	Missing Medicaid authorization for TFC -CM
	Case No.111	Missing consent to exchange information
	Case No.	
	Case No.	
	Case No.	
	Case No.	
	Case No.	
	Case No.	
PART III:	Certification	
	Name (Print) Mary Jo Jackson, CSA Coordinator	Date:10/21/21
	Signature <i>Mary Jo Jackson, CSA Coordinator</i>	Date: 10/21/21

**MANDATE TYPE: SPECIAL EDUCATION SERVICES IN AN APPROVED EDUCATIONAL PLACEMENT
(Expenditure Category 2g Special Education Private Day Placement)**

PART I:	Selected Clients:	<input checked="" type="checkbox"/> Case No. 111	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	<input type="checkbox"/> Case No.	
	Documents Requested											
	Check Box if Submitted	Document Description					Auditor/Client Comments:					
	<input type="checkbox"/>	Proof of mandate eligibility <i>(Local form)</i>										
	<input checked="" type="checkbox"/>	IEP					For the period covering: 5/1/20 -4/30/21					
	<input type="checkbox"/>	FAPT Notes (where applicable)					For the period covering					
	<input checked="" type="checkbox"/>	Utilization Reviews					Please provide the last UR performed					
	<input type="checkbox"/>	Consent to Exchange Info					For the period covering					
	<input checked="" type="checkbox"/>	Provider placement agreement or rate sheet (for private day placements and a residential placements)					Centra Health SH Varsity Acquisition Sub LLC					
	<input checked="" type="checkbox"/>	Treatment Plans/Progress Reports					To correspond to the selected expenditures. (Auditor will email client payment history.)					
<input checked="" type="checkbox"/>	Proof of CPMT Funding Approval					To correspond to the selected expenditures. (Auditor will email client payment history.)						
<input checked="" type="checkbox"/>	Purchase Orders					To correspond to the selected expenditures. (Auditor will email client payment history.)						
<input checked="" type="checkbox"/>	Vendor Invoices					To correspond to the selected expenditures. (Auditor will email client payment history.)						

PART II:		Exceptions	
	Selected Clients:	Explanation/Description:	
	Case No.111	Missing progress notes for Centra Health (Oct 2020)- contacted provider to obtain	
	Case No.111	Missing invoice for SH Varsity Acquisition Sub LLC (Nov 2020) payment – contact case manager to see if it’s in her case files	
	Case No.		
	Case No.		
	Case No.		
	Case No.		
	Case No.		
	Case No.		
	Case No.		
PART III:		Certification	
	Name (Print)	Mary Jo Jackson, CSA Coordinator	Date: 10/21/21
	Signature	<i>Mary Jo Jackson, CSA Coordinator</i>	Date: 10/21/21



Polling Question 2

Fun Trivia

Which country consumes the most chocolate per capita?

United Kingdom

United States

Switzerland

Sweden



API: QIP STATUS REPORTING

- Community Policy and Management Teams (CPMT) and auditors should continuously monitor implementation of the QIP as a means to ensure reported audit observations are addressed appropriately and timely.
- OCS program auditors use Pentana Audit Management Software, which includes a module referred to as “Action Tracking” that allows for timely and ongoing monitoring of the status of QIP tasks (i.e. action items).
- The application monitors “Action” status based on estimated implementation dates provided by clients.

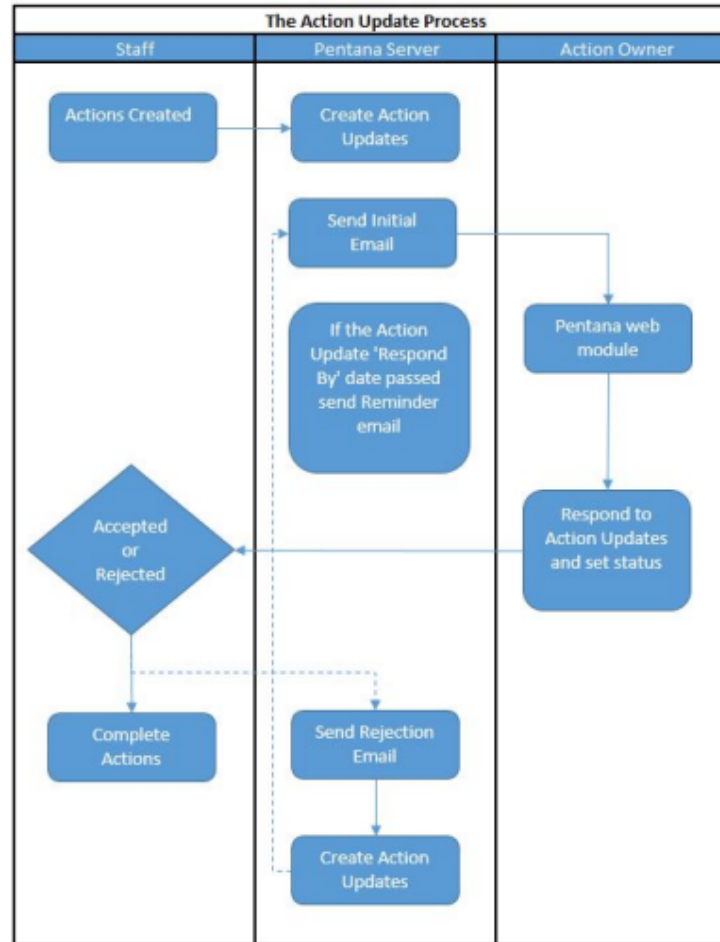
API: QIP STATUS REPORTING

- CPMT representatives will be assigned a user account and will receive an email with a link to reset their account password. This will grant the user access to the Action Tracker Dashboard.
- The application generates email notifications to a designated CPMT representative instructing them to provide an update on the status of their QIP by a specified due date.
- The designated CPMT representative will then click on a link that will take them directly to the “action item” where they can record the status update. Subsequent reminders will continue until the action item is completed.
- This process **will not** be applicable to any audits completed prior to the start of the 2020-2022 audit cycle, which began on July 1, 2019.

Action Update Process Flow

Action Update Work Flow

The diagram below shows the normal work flow around Action Updates and has been included for information purposes only.



Action Tracker

Password Reset Notification

From: csa.audit@csa.virginia.gov

Date: October 5, 2021 at 4:21:03 PM EDT

To: [REDACTED]

Subject: Password Reset

Please follow the link to reset your password:

[https://wwb01865.cov.virginia.gov/PentanaUAT/FBA/Account/Account_Login.aspx?id=\[REDACTED\]&token=sDuPLxmk7UxZvn30q8Aacg2&type=reset](https://wwb01865.cov.virginia.gov/PentanaUAT/FBA/Account/Account_Login.aspx?id=[REDACTED]&token=sDuPLxmk7UxZvn30q8Aacg2&type=reset)

Action Tracker

Sample Email Notification

Quality Improvement Plan (QIP)/Action
Update Notifications Inbox x



CSA Program Audits

Jun 1, 2020, 12:05 AM



to me ▾

Dear (Person.Forenames)

This message is from the Office of Children's Services to notify you that an update of the Quality Improvement Plan (QIP) submitted by the Community Policy and Management Team requires your immediate attention. Our program audit records indicate that QIP/action updates are pending.

Please provide an update by clicking on the link below, which will take you to your pending QIP/Action Updates.

View
Action Update(s)

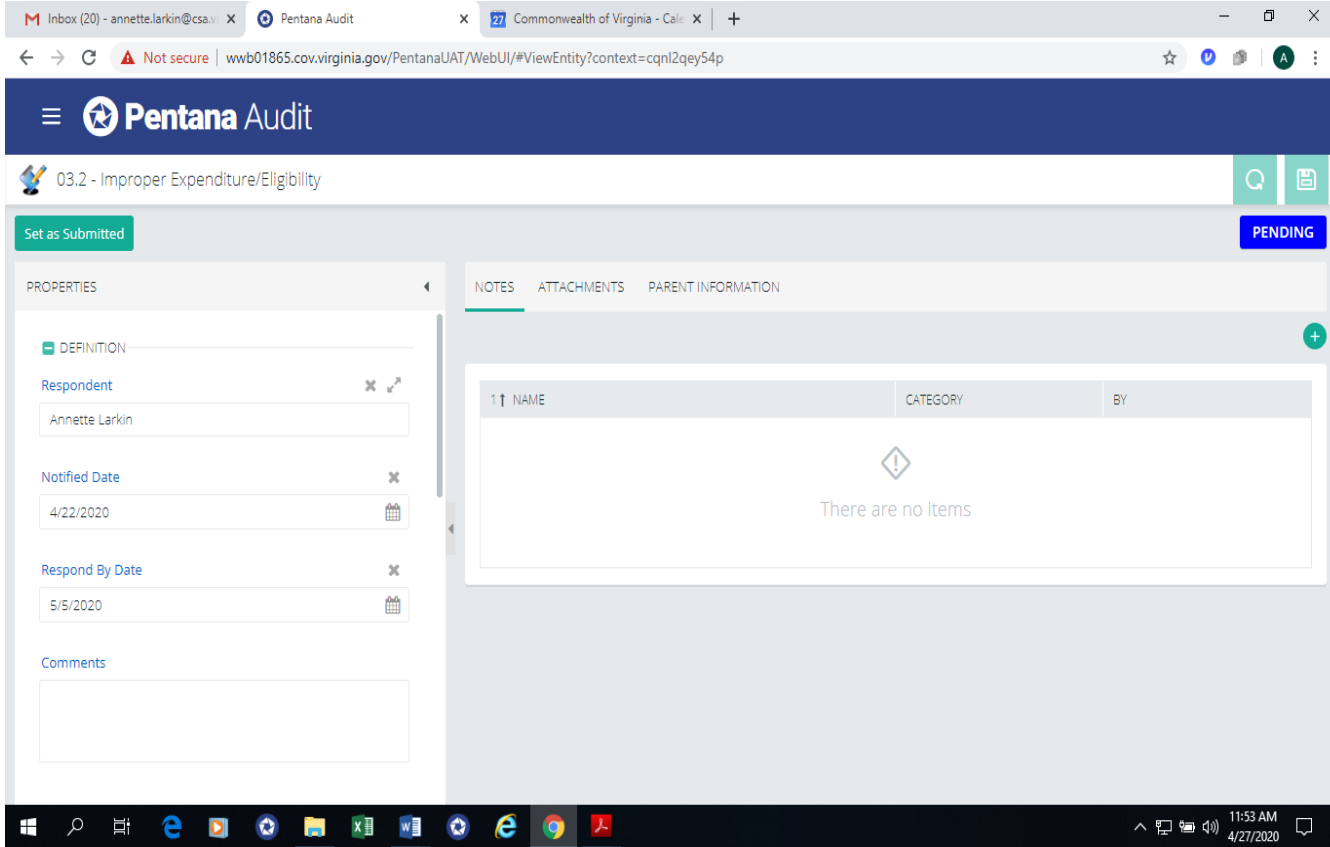
Click on the link below to go to the home page, where you can choose either Action Tracking (dashboard), or pending Action Update.

<https://wwb01865.cov.virginia.gov/PentanaUAT/WebUI>



Action Tracker

Sample Action Update



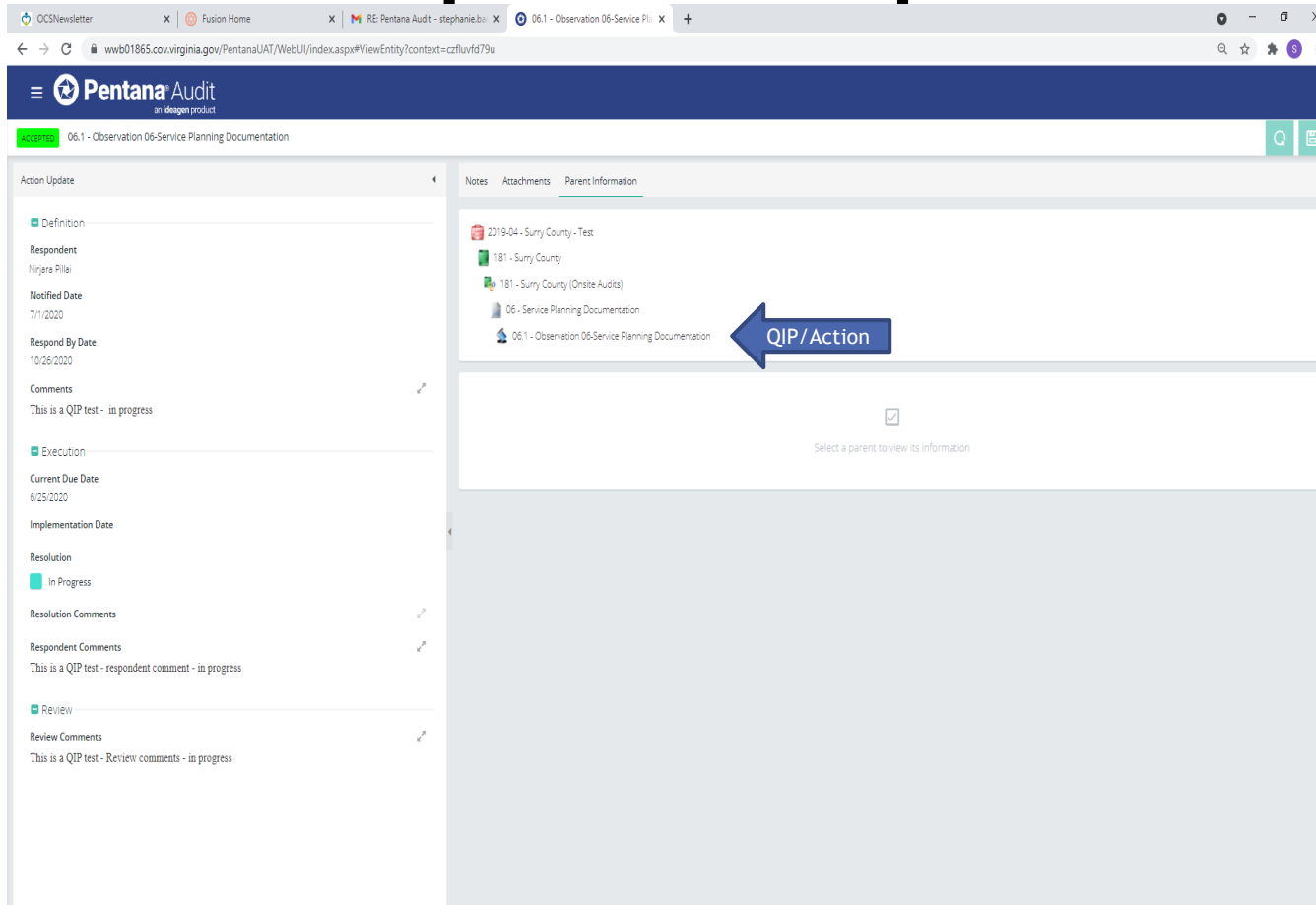
The screenshot displays the Pentana Audit web application interface. The browser address bar shows the URL: www.b01865.cov.virginia.gov/PentanaUAT/WebUI/#ViewEntity?context=cqnl2qey54p. The application header includes the Pentana Audit logo and a search icon. The main content area shows the entity name "03.2 - Improper Expenditure/Eligibility" and a "PENDING" status button. A "Set as Submitted" button is also visible. The left sidebar contains a "PROPERTIES" section with the following fields:

- DEFINITION**
- Respondent**: Annette Larkin
- Notified Date**: 4/22/2020
- Respond By Date**: 5/5/2020
- Comments**: (Empty text area)

The main content area has tabs for "NOTES", "ATTACHMENTS", and "PARENT INFORMATION". The "NOTES" tab is active, showing a table with the following columns: "NAME", "CATEGORY", and "BY". The table is currently empty, displaying the message "There are no items".

Action Tracker

Sample Action Update



The screenshot displays the Pentana Audit software interface. The browser address bar shows the URL: www.b01865.cov.virginia.gov/PentanaUAT/WebUI/index.aspx#ViewEntity/context=czfluvfd79u. The application header includes the Pentana Audit logo and the text "an Ideagen product". The main content area is titled "06.1 - Observation 06-Service Planning Documentation".

The interface is divided into two main sections. On the left is the "Action Update" sidebar, and on the right is the main content area with tabs for "Notes", "Attachments", and "Parent Information".

Action Update Sidebar:

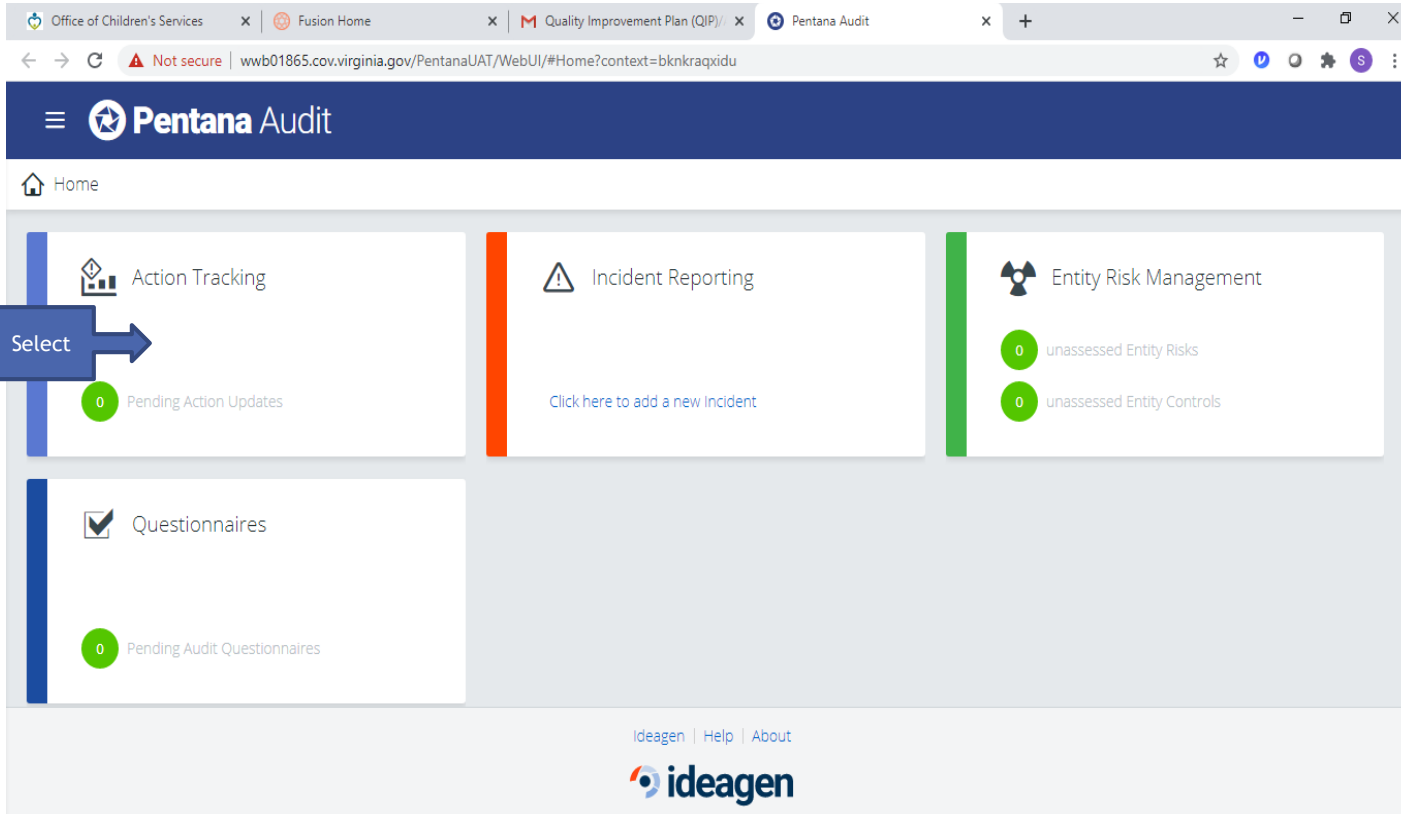
- Definition:** Respondent: Nirjara Pillai; Notified Date: 7/1/2020; Respond By Date: 10/26/2020; Comments: This is a QIP test - in progress.
- Execution:** Current Due Date: 6/25/2020; Implementation Date: [blank]; Resolution: In Progress; Resolution Comments: [blank]; Respondent Comments: This is a QIP test - respondent comment - in progress.
- Review:** Review Comments: This is a QIP test - Review comments - in progress.

Main Content Area (Parent Information tab):

- 2019-04 - Surry County - Test
- 181 - Surry County
- 181 - Surry County (Onsite Audits)
- 06 - Service Planning Documentation
- 06.1 - Observation 06-Service Planning Documentation

A blue arrow labeled "QIP/Action" points to the "06.1 - Observation 06-Service Planning Documentation" item. Below the list, there is a checkbox and the text "Select a parent to view its information".

Action Tracker Dashboard



The screenshot shows a web browser window with the following tabs: Office of Children's Services, Fusion Home, Quality Improvement Plan (QIP), and Pentana Audit. The address bar shows the URL: wwwb01865.cov.virginia.gov/PentanaUAT/WebUI/#Home?context=bknkraqxidu. The page title is "Pentana Audit".

The dashboard content includes:

- Action Tracking:** A blue bar on the left contains a "Select" button with a right-pointing arrow. The main section shows a bar chart icon, the text "Action Tracking", and a green circle with "0" next to "Pending Action Updates".
- Incident Reporting:** An orange bar on the left contains a warning icon and the text "Incident Reporting". Below it is a link: "Click here to add a new Incident".
- Entity Risk Management:** A green bar on the left contains a radiation icon and the text "Entity Risk Management". Below it are two green circles with "0" next to "unassessed Entity Risks" and "unassessed Entity Controls".
- Questionnaires:** A blue bar on the left contains a checkmark icon and the text "Questionnaires". Below it is a green circle with "0" next to "Pending Audit Questionnaires".

At the bottom of the dashboard, there are links for "Ideagen | Help | About" and the "ideagen" logo.

Action Tracker Action Update (Data Elements Explained)

- Current Due Date
(Original Submission/Does not Change)
- Implementation Date
- Resolution
- Resolution Comments
- Respondent Comments

Action Tracker Action Update

Implementation Date

Based on the status of the action

- Not completed/not actioned - update intended date of completion
- Not completed/in-progress - update intended date of completion
- Completed/actioned - indicate date completed

Implementation Date

Wednesday, October 20, 2021

October 2021

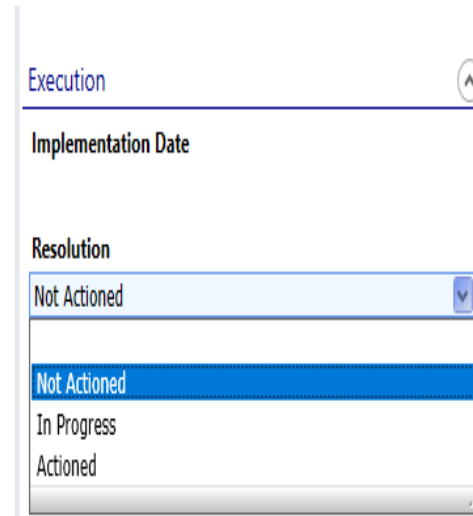
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Action Tracker Action Update

Resolution

Record the current status of QIP implementation

- Not Actioned - QIP tasks have not been acted upon
- In-Progress - QIP tasks have been initiated or modified, but are not yet complete.
- Actioned - QIP tasks have been completed.



The screenshot shows a software interface with a dropdown menu. The menu is titled "Resolution" and has a scroll bar on the right. The options listed are "Not Actioned", "In Progress", and "Actioned". The "Not Actioned" option is currently selected and highlighted in blue. Above the dropdown, there is a field labeled "Implementation Date" and a section header "Execution".

Action Tracker Action Update

Resolution Comments

Documents explanations related to the current status of QIP tasks.

Resolution

Actioned

Resolution Comments

Corrective action was immediately taken. Checklist has been created that is signed by CPMT Chair and maintained in client case file. Practice began 3/1/2020.

Action Tracker Action Update

Respondent Comments

Additional/relevant information (optional)

Resolution

 Actioned

Resolution Comments

Corrective action was immediately taken. Checklist has been created that is signed by CPMT Chair and maintained in client case file. Practice began 3/1/2020.

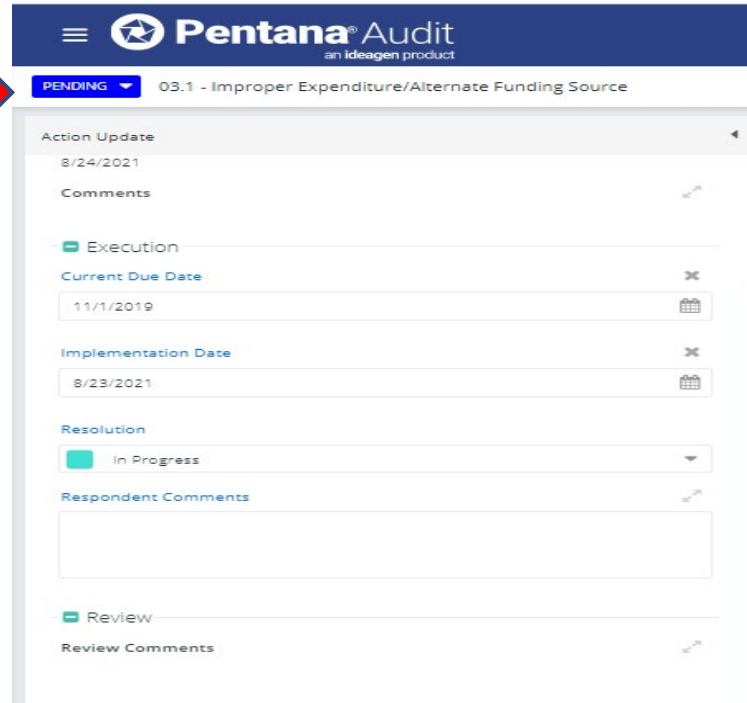
Respondent Comments

All tasks listed have been completed. We are monitoring regularly to ensure operating as intended.

Action Tracker Action Update Notice to OCS

Pending

- Remains in this status until action taken by user
- Changes can be made at anytime while in pending status

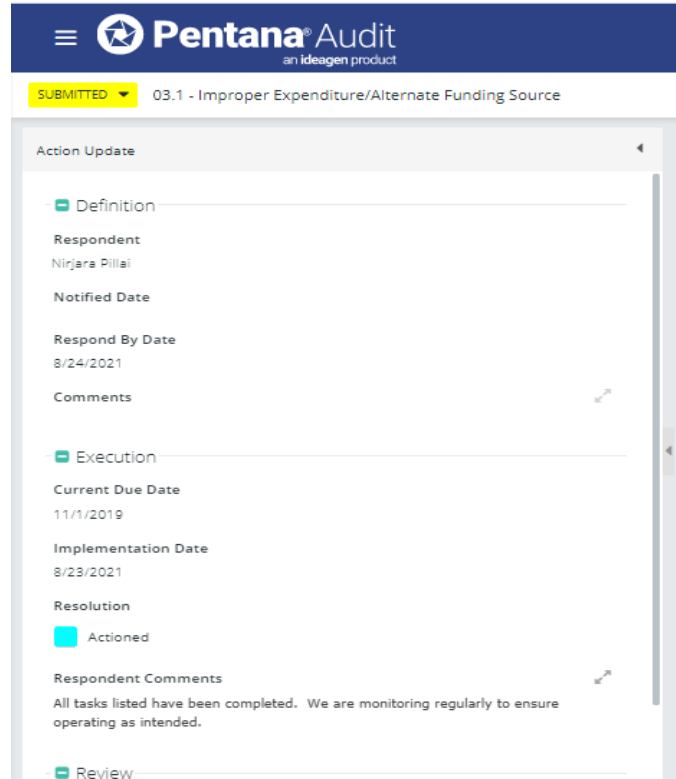
The screenshot shows the Pentana Audit interface. At the top, there is a blue header with the Pentana logo and the text 'Pentana Audit an ideaegen product'. Below the header, there is a navigation bar with a 'PENDING' dropdown menu and the text '03.1 - Improper Expenditure/Alternate Funding Source'. The main content area is titled 'Action Update' and contains the following fields:

- Date: 8/24/2021
- Comments: [Text area]
- Execution: [Checkbox]
- Current Due Date: 11/1/2019 [Calendar icon]
- Implementation Date: 8/23/2021 [Calendar icon]
- Resolution: In Progress [Dropdown menu]
- Respondent Comments: [Text area]
- Review: [Checkbox]
- Review Comments: [Text area]

Action Tracker Action Update Notice to OCS

Submitted

- No changes permitted after update has been submitted
- Reviewed by audit staff and classed as
 - Accepted
 - Rejected



Pentana[®] Audit
an Ideagen product

SUBMITTED 03.1 - Improper Expenditure/Alternate Funding Source

Action Update

Definition

Respondent
Nirjara Pillai

Notified Date

Respond By Date
8/24/2021

Comments

Execution

Current Due Date
11/1/2019

Implementation Date
8/23/2021

Resolution
 Actioned

Respondent Comments
All tasks listed have been completed. We are monitoring regularly to ensure operating as intended.

Review

Action Tracker Action Update Audit Staff Review



REJECTED 07.1 - Observation 07 - Confidentiality

Action Update

7/31/2020

Respond By Date
12/18/2020

Comments
test 1

Execution

Current Due Date
6/30/2020

Implementation Date
10/13/2020

Resolution
 Not Actioned

Resolution Comments
Test 12/15/2020: CPMT decided that action would not be implement. Consent to exchange forms would not be required.
test 10/23/2020

Respondent Comments
test 2

Review

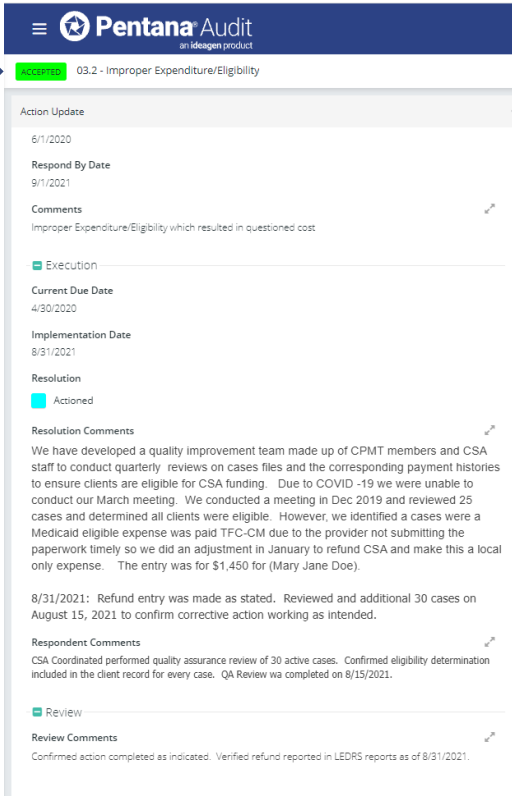
Review Comments
CPMT inaction is an unacceptable risk. Virginia law requires consent to be obtained. Verification must be maintained to ensure compliance.

REJECTED

- Generates email notification that the action update was not accepted.
- Email includes link to action update and review comments from audit staff with an explanation for rejecting the update.
- Action update notices will continue until status is designated **ACCEPTED**.

Action Tracker Action Update Audit Staff Review

**ACCEPTED
NO
FURTHER
ACTION
REQUIRED**



The screenshot shows the Pentana Audit interface. At the top, there is a blue header with the Pentana Audit logo and the text 'an Ideagen product'. Below the header, a green status bar indicates 'Completed' for the item '03.2 - Improper Expenditure/Eligibility'. A red arrow points from the word 'ACCEPTED' in the large green text to this status bar. The main content area displays an 'Action Update' for the date 6/1/2020. It includes a 'Respond By Date' of 9/1/2021, a 'Comments' section with the text 'Improper Expenditure/Eligibility which resulted in questioned cost', an 'Execution' section with a 'Current Due Date' of 4/30/2020 and an 'Implementation Date' of 8/31/2021, a 'Resolution' section with a status of 'Actioned', and 'Resolution Comments' detailing a quality improvement team's work. It also includes 'Respondent Comments' and a 'Review' section with 'Review Comments'.



Polling Question 3

Fun Trivia

What was the first toy to be advertised on television?

Mr. Potato Head

Hula Hoop

Pogo Stick

Play-Doh



Key Points - Document Submissions

There will be no follow-up request for documentation where the due date for submission has passed. Audits will proceed accordingly.

- ❑ **Initial/Additional document request. No later than **2 WEEKS** from date written request is received.**
- ❑ **Client Comments for the Final Audit Report. No later than **2 WEEKS** after the exit conference is conducted or **1 WEEK** following the first CPMT meeting that occurs after the exit conference (must be agreed by both parties and confirmed during the exit conference).**
- ❑ **Quality Improvement Plans (QIPs). No later than receipt of final audit report as follows: **30 CALENDAR DAYS** for self-assessment validations or **45 CALENDAR DAYS** for onsite engagements.**

Key Points - Remote Audit Process



- **Audit staff will objectively evaluate alternate procedures adopted locally to ensure continuity and access to services and funding impacted by COVID-19.**
- **The CSA Coordinator will forward the requested documents as attachments, using the reply function of the encrypted mail. All documents including confidential and sensitive information must be encrypted/password protected upon transmission.**
- **Questions regarding document request and client records should be directed to the assigned auditor-in-charge.**
- **Exit conference presentations to discuss the audit results shall be via videoconference, where feasible. Meetings will be scheduled with the CPMT Chair, Fiscal Agent, and CSA Coordinator unless otherwise requested by the audit client. CPMT Chair will be responsible for sharing results (i.e. draft report) with the full CPMT.**

Key Points - QIP Action Tracker

- Reminder notifications are auto-generated and distributed via email.
- Link to web-based action tracker is included in the email.
- Update notifications will continue until QIP/Action is marked as ACCEPTED.



A-TEAM CONTACT INFORMATION

Name	Title	Phone/Email
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