

***CHILDREN'S SERVICES ACT  
PROGRAM AUDIT***

**Bland County  
*Self-Assessment Validation***

***Final Audit Report No. 26-2022***

**July 25, 2023**



**Office of Children's Services**  
Empowering communities to serve youth

## **Report Disclaimer**

**Due to the COVID-19 pandemic, onsite visits to validate management's conclusions were suspended. In lieu of onsite visits, self-assessment validation activities were conducted remotely.**



# COMMONWEALTH of VIRGINIA

Scott Reiner, M.S.  
Executive Director

OFFICE OF CHILDREN'S SERVICES  
*Administering the Children's Services Act*

July 25, 2023

A. Nikki Adkins, CPMT Chair  
612 Main Street, Suite 208  
Bland, VA 24315

RE: Bland County Children's Services Act Self-Assessment Validation (SAV)  
Final Report, File No. 26-2022

Dear Ms. Adkins,

In accordance with the Office of Children's Services (OCS) Audit Plan for Fiscal Year 2022, the Bland County Community Policy, and Management Team (CPMT) has completed and submitted the results of the self-assessment audit of your local Children's Services Act (CSA) program. Based on the review and examination of the self-assessment workbook and supporting documentation provided by the Bland County CSA program completed on January 21, 2022, and covering the period December 1, 2020, through November 30, 2021, our independent validation:

Concurs

Partially Concurs

Does Not Concur

with the conclusion reported by the Bland County CPMT that no significant observations of noncompliance or internal control weaknesses were found in the design or operation of the processes or services conducted on behalf of the Bland County CSA program. The explanation for our assessment results is as follows:

***Bland County CPMT concluded that there were no significant non-compliance and/or internal control weakness observations. However, validation procedures identified a deficiency indicating non-compliance in the local CSA program not identified by the CPMT. Non-compliance with the statutory requirements of CSA is considered significant because the local program is not operating fully in accordance with the laws of the Commonwealth. Specifics are detailed on page 2.***

**SIGNIFICANT NON-COMPLIANCE OBSERVATION**

Child and Adolescent Needs and Strength (CANS) assessments were not always managed in accordance with established policy for one (1) of the 3 (3) (33%) client case records examined. The CANS is the uniform assessment instrument for children and youth receiving services funded through the Children’s Services Act. Per CSA Policy 3.6.5, Frequency of CANS Administration, “the CANS assessment is required initially and annually.” No initial or annual CANS assessment was documented in the required automated system of record (i.e., CANVaS) between November 2020 and October 2021. An undated paper version of the CANS assessment was provided for review. To be considered valid, completed assessments must be entered in CANVaS. As the locality did not adhere to Code of Virginia (COV) §2.2-5212 and the related policy regarding the frequency of administration for CANS assessments, the questioned cost of services funded during the period of review totaled \$16,564.47 (state share).

**RECOMMENDATIONS**

1. During service planning and/or utilization review, the FAPT and CSA Office should ensure that CANS assessments are completed in accordance with CSA policies and CANVaS 2.0 user agreements.
2. Prior to authorizing funding, the CPMT should ensure that the proposed expenditure meets the criteria for CSA funding i.e., meeting all federal and state requirements. Adequate documentation verifying the administration of the initial and/or annual CANS assessment should be maintained as justification for CPMT funding decisions.
3. The CPMT should establish and implement quality assurance policies and procedures to include periodic review of client case files and monitor results to ensure compliance with CSA statutes, policies, procedures etc. Exception reports should be documented and shared with CPMT periodically to foster accountability by all stakeholders for ensuring established internal controls are consistently working as intended.
4. The CPMT should submit a quality improvement plan, for review by the OCS, including whether the CPMT agrees with the observations regarding questioned cost. Upon review and recommendations presented by OCS Finance staff, the CPMT will be notified of the final determination made by the Executive Director based on SEC Policy 4.7, *Response to Audit Findings* of whether the identified actions are acceptable or any additional actions that may be required.

**CLIENT COMMENTS**

See Attachment.

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Bland County CSA SAV  
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The Office of Children's Services respectfully requests that you submit a quality improvement plan (QIP) to address the observations outlined no later than thirty (30) days from receipt of this report. In addition, we ask that you notify this office as QIP tasks identified to address significant observations are completed. OCS will conduct a follow-up validation to ensure the quality improvements have been implemented as reported.

We would like to thank the Bland County Community Policy and Management Team, CSA staff, and partners for their contributions to completing the CSA Self-Assessment Workbook. We also would like to acknowledge the excellent assistance and cooperation that Linda Miller, CSA Coordinator, provided. Ms. Miller's efforts enabled the audit staff to resolve any questions/concerns observed during the validation process. Please feel free to contact us should you have any questions.

Sincerely,



Artarius Stepter  
Program Auditor



Stephanie S. Bacote, CIGA  
Program Audit Manager

cc: Scott Reiner, Executive Director  
Cameron Burton, Bland County Administrator  
Teresa L. Tolbert, CPMT Fiscal Agent  
Linda Miller, CSA Coordinator

Attachment: Client Response

**ATTACHMENT: CLIENT RESPONSE**



**COUNTY  
of  
BLAND**

July 18, 2023

Artarius Stepter  
Program Auditor  
Office of Children's Services  
1604 Santa Rosa Rd., Suite 137  
Richmond, VA 23229-5008

**RE: Bland County CPMT Quality Improvement Plan**

**Mr. Stepter:**

Bland County Community Policy and Management Team has developed and will implement the following statements as CPMT's quality improvement plan.

Regarding the non-compliance observation, the CPMT agrees with the observation of the CANS assessment was not documented in CANVaS. The FAPT and the CSA Coordinator will ensure that the initial and annual CANS assessments are completed in accordance with CSA policies and CANVaS 2.0 user agreements. The CPMT will ensure that the proposed expenditure meets the criteria for CSA funding prior to authorizing funds and will verify that the initial and annual CANS assessment is used in the justification for CPMT decisions. Each case will be reviewed initially and on a quarterly basis when utilization reviews are completed by FAPT starting in September 2023, and the findings will be reported to the CPMT.

On behalf of the Bland County CPMT, thank you for the assessment, observations, and recommendations; our teams are striving to improve our processes to ensure we are taking care of our children in services appropriately.

Please let me know if you have any questions or concerns.

Sincerely,

*Linda Miller*

Linda Miller, CSA Coordinator

**Cc:** Nikki Adkins, CPMT Chair  
Teresa Tolbert, Fiscal Agent  
Cameron Burton, County Administrator

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*Linda Miller*  
CSA Coordinator

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