

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

***Hanover County
Self-Assessment Validation***

Audit Report No. 34-2022

July 20, 2022



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 have been suspended until further notice. 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 20, 2022

Mr. James Taylor, CPMT Chair
Hanover County, Deputy County Administrator
7516 County Complex Road
Hanover, Virginia 23069

RE: Hanover County CSA Program Self-Assessment Validation
Final Report, File No. 34-2022

Dear Mr. Taylor:

In accordance with the Office of Children's Services (OCS) Audit Plan for Fiscal Year 2022, the Hanover County Community Policy and Management Team (CPMT) has completed and submitted the results of the self-assessment audit of your local Children's Service Act (CSA) Program. Based on the review and examination of the self-assessment workbook and supporting documentation provided by the Hanover County CSA program completed January 28, 2022 and covering the period of July 1, 2020 through June 30, 2021, our independent validation of CPMT governance activities:

Concurs Partially Concurs Does Not Concur

with the conclusion reported by the Hanover County CPMT that no significant observations of non-compliance or internal control weaknesses were found in the design or operation of internal controls applicable to the processes or services conducted on behalf of the Hanover County CSA Program. The explanations for our assessment results are as follows:

The Hanover County CPMT concluded that there were no significant non-compliance and/or internal control weakness observations noted. The Hanover County CPMT also shared information pertaining to additional enhancement actions that are completed and/or currently in progress, further ensuring continued quality improvement in overall program evaluation activities. A summary is included as Attachment A to this report.

CLIENT COMMENT

"Thank you for this audit report and for the time you spent reviewing the Hanover County CSA program. We appreciate you meeting with us today, and are pleased to hear that there are no audit findings. We concur with the report. Additionally, we appreciate your suggestions for further improvement and we will discuss these at our next CPMT meeting."

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

Sincerely,


Rendell R. Briggs, CAMS


Stephanie S. Bacote, CIGA
Program Audit Manager

cc: Scott Reiner, Executive Director
John Budesky, Hanover County Administrator
Jackie Manzer, CPMT Fiscal Agent
Julie Dubee, CSA Coordinator



CSA Self-Assessment Validation
Hanover County CSA Program
Summary of Self-Reported Internal Control Enhancements

Observations	Criteria	Prior Audit Repeat Observation	Quality Improvement Plan Submitted	Quality Improvement Plan Action Date
1. Develop a schedule of management reports and assessments. This will include stakeholder reports to CPMT as well.	ARMICS ^{2,3}	<input type="checkbox"/>	<input checked="" type="checkbox"/>	04/28/22 Completed
2. Develop a formal mechanism for soliciting feedback from stakeholders on a consistent basis.	ARMICS ^{3,4,5}	<input type="checkbox"/>	<input checked="" type="checkbox"/>	09/30/22 In Progress
3. Check CSA pages on the Hanover County's website to ensure published information is current.	ARMICS ^{3,4}	<input type="checkbox"/>	<input checked="" type="checkbox"/>	02/08/22 Completed
4. Complete the Internal Control Questionnaire at the same time as the annual risk assessment.	ARMICS ^{3,4}	<input type="checkbox"/>	<input checked="" type="checkbox"/>	04/28/22 Completed
5. CSA Coordinator will complete Hanover County Internal Controls and Ethics & Fraud courses to enhance expertise.	ARMICS ^{3,4}	<input type="checkbox"/>	<input checked="" type="checkbox"/>	09/30/22 In Progress
6. CSA Coordinator will schedule and hold a new stakeholder training for employees hired within the last six months	ARMICS ^{3,4,5}	<input type="checkbox"/>	<input checked="" type="checkbox"/>	07/07/22 Completed
7. CSA Coordinator will create a spreadsheet to track community presentations.	ARMICS ^{3,4}	<input type="checkbox"/>	<input checked="" type="checkbox"/>	02/28/22 Completed
8. Suspend ICC services for any cases who are also receiving TFC services	ARMICS ^{3,4}	<input type="checkbox"/>	<input checked="" type="checkbox"/>	01/27/22 Completed
9. Timely completion of discharge Child and Adolescent Need and Strengths (CANS) and Change of Service Forms to close cases. CSA Coordinator will send reminder emails, adding supervisors, department heads and CPMT chairs as appropriate to ensure completion within 90 days	ARMICS ^{3,4}	<input type="checkbox"/>	<input checked="" type="checkbox"/>	06/30/22 Completed
10. Create a closure process for inactive case managers. Check the CANVaS case mangers quarterly	ARMICS ^{3,4}	<input type="checkbox"/>	<input checked="" type="checkbox"/>	03/31/22 Completed

ARMICS (Department of Accounts, Agency Risk Management and Internal Control Standards):

- ¹Control Activities: Segregation of Duties
- ²Control Environment: Governance, Policies and Procedures
- ³Monitoring: Program Evaluation
- ⁴Communication