



COMMONWEALTH of VIRGINIA

Scott Reiner, M.S.
Executive Director

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

August 26, 2019

Mr. Scott Zeiter, CPMT Chair
Loudoun County, CSA Program
180 Grafton Lane
Berryville, VA 22611

RE: Loudoun County CSA Program Self-Assessment Validation, File No. 37-2019

Dear Mr. Zeiter:

In accordance with the Office of Children's Services (OCS) Audit Plan for Fiscal Year 2019, the Loudoun 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. An on-site visit was scheduled and conducted by OCS Program Auditors on May 30, 2019 to perform the independent validation phase of the process.

Based on the review and examination of the self-assessment workbook and supporting documentation provided by the Loudoun County CSA program, our independent validation:

Concurs Partially Concurs Does Not Concur

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

The Loudoun County CPMT concluded that there were only non-significant compliance observations and/or internal control weaknesses noted. However, validation procedures of the locally prepared CSA Self-Assessment Workbook identified a deficiency indicating non-compliance with the statutory requirements of CSA. This is considered significant because the local program is not operating fully in accordance with the laws of the Commonwealth. Specifics pertaining to the Loudoun County CSA Program are detailed on page two (2).

SIGNIFICANT NON-COMPLIANCE OBSERVATION

Loudoun County CSA program is not submitting data collected through the Child and Adolescent Needs and Strengths (CANS) to OCS using the secured electronic database as required per CSA statutes and policies adopted by the State Executive Council (SEC). CANS assessments were completed on paper instead of using the secured CANVaS application developed to collect the required data. The data collected is used to evaluate outcomes for specific clients, measure accomplishment of established performance metrics, and to inform decision-making at the state and local level. Thus it is essential that the information collected is consistently and properly recorded to ensure its integrity and reliability.

CRITERIA: Code of Virginia 2.2-5210; 2.2-5212; CSA Policy Manual Section 3.6, Mandatory Uniform Assessment Instrument.

RECOMMENDATIONS

- The CPMT should ensure that all CANS assessments are complete and entered into CANVaS for all children served by CSA.
- The CPMT should ensure that periodic case reviews are performed by someone other than the CSA Coordinator to establish quality control of client records and ensure compliance with CSA policy and statutory requirements. As a component of the quality control process, the CPMT should consider verification of the client case file listing against assessments entered into the CANVaS application.

CLIENT COMMENTS

See Attachment

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

Mr. Scott Zeiter, CPMT Chair
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We would like to thank the Loudoun Community Policy and Management Team and related CSA staff 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. Angela Croson, Quality Improvement Specialist, and Tiffany Ahmed, CSA Coordinator during our on-site visit. Their efforts enabled the audit staff to quickly resolve any questions and concerns observed during the validation process. Please feel free to contact us should you have any questions.

Sincerely,



Rendell R. Briggs, CAMS
Program Auditor



Stephanie S. Bacote, CIGA
Program Audit Manager

cc: Scott Reiner, Executive Director
Tim Hemstreet, County Administrator
Janet Romanchyk, CPMT Fiscal Agent
Angela Croson, Interim CSA Coordinator
Tiffany Ahmed, CSA Coordinator

ATTACHMENT



Loudoun County, Virginia
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Office of Children's Services Act
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August 20, 2019

Mr. Rendell R. Briggs, CAMS
Program Auditor
Office of Children's Services
1604 Santa Rose Road, Suite 137
Richmond, Virginia 23229-5008

RE: Loudoun County CSA Program Self-Assessment Validation, File No. 37-2019

Dear Mr. Briggs:

Loudoun County Community Policy and Management Team (CPMT) is pleased to respond to the results of the on-site validation of the Children's Services Act (CSA) Program Audit Self-Assessment Workbook submitted by the Loudoun County CSA Program and the conclusion reported by the CPMT. It is our intent to develop and submit a quality improvement plan to address the observations outlined within the final report.

We appreciate the time invested in providing such a thorough independent validation of our CSA Program including the opportunities to effect quality improvements within the program and thank you again on behalf of the at-risk youth and families we serve within our community. Please contact Tiffany Ahmed, Loudoun County CSA Program Administrator, if you need additional information or have questions related to Loudoun County's response to the self-assessment. Ms. Ahmed may be reached at (703) 737-8380.

Respectfully,



J. Scott Zeiter, LCSW
Loudoun County CPMT Chair

SZ/taa

Mr. Rendell R. Briggs, CAMS

Loudoun County CSA Program Self-Assessment Validation, File No. 37-2019

8/20/2019

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**cc: Tim Hemstreet, Loudoun County Administrator
Valmarie H. Turner, Loudoun County Assistant County Administrator
Glenda Blake, Director, Loudoun County Department of Family Services (DFS)
Janet Romanchyk, CPMT Fiscal Agent & Finance & Procurement Director
Valerie Cuffee, DFS Clinical and Residential Services Assistant Director
Alyce Martin, DFS Quality Improvement, Data Management & Compliance Mgr.
Tiffany Ahmed, DFS Children's Services Act (CSA) Program Administrator
Angela Croson, DFS Quality Improvement, Data Management & Compliance
Scott Reiner, Office of Children's Services (OCS) Executive Director
Stephanie S. Bacote, CIGA, OCS Program Audit Manager**