



# COMMONWEALTH of VIRGINIA

Scott Reiner, M.S.  
Executive Director

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

July 25, 2019

Mr. Matt Walker, County Administrator  
and CPMT Chair  
Middlesex County CSA Program  
P. O. Box 428  
Saluda, VA 23149

RE: Middlesex County Children's Services Act (CSA) Program Audit  
Self-Assessment Validation, File No. 45-2019

Dear Mr. Walker,

In accordance with the Office of Children's Service's (OCS) Audit Plan for Fiscal Year 2019, the Middlesex County Community Policy and Management Team (CPMT) has completed and submitted the results of the self-assessment audit of your local CSA Program. An on-site visit was scheduled and conducted by OCS Program Auditors on April 16, 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 Middlesex County CSA program, our independent validation:

Concurs                       Partially Concurs                       Does Not Concur

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

***The Middlesex County CPMT concluded that there were only non-significant compliance and/or internal control weakness observations noted. However, validation procedures of the locally prepared CSA Self-Assessment Workbook 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 Middlesex County CSA Program are detailed on page two (2).***

### **SIGNIFICANT NON-COMPLIANCE OBSERVATION**

Formal performance measures and utilization management practices and procedures to assess overall program effectiveness have not been established in accordance with Code of Virginia (COV) [§ 2.2-5206](#), items 6 and 13. CPMT monthly meeting minutes and accompanying reports did not evidence utilization management/utilization review (UM/UR) activities to include:

- A. review of local and statewide data provided in the management reports on the number of children served, children placed out of state, demographics, types of services provided, duration of services, service expenditures, child and family outcomes, and performance measures.
- B. tracking the utilization and performance of residential placements using data and management reports to develop and implement strategies for returning children placed outside of the Commonwealth, preventing placements, and reducing lengths of stay in residential programs for children who can appropriately and effectively be served in their home, relatives homes, family-like setting, or their community.

### **RECOMMENDATIONS**

The Middlesex County CPMT should immediately initiate and going forward periodically review OCS financial and performance reports depicting local and statewide data as required by CSA statute to demonstrate compliance. Tools to effect a continuous quality improvement process (i.e utilization management) are available on the CSA website and listed below for your convenience.

- [CQI Dashboard](#)
  - [CQI Dashboard Instructions Manual](#)
- [CQI Dashboard Codes](#)
- [CQI Documentation Template with Instructions \(Download\)](#)
- [CQI Terms and Definitions](#)
- [CQI Training](#)

### **CLIENT COMMENTS**

Quality Improvement Plan for Middlesex CSA/CPMT as of June 2019. The Middlesex County CPMT will immediately initiate review of OCS financial and performance reports depicting local and statewide data as required by CSA statute to demonstrate compliance; (COV) § 2.2-5206, items 6 and 13.

This initiative and utilization management was discussed with CPMT members during the CPMT meeting on June 5, 2019.

Moving forward the Middlesex CSA Coordinator will update the CPMT members quarterly, beginning July 2019, using the CQI dashboard offered on the CSA website as recommended.

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The Middlesex County CPMT has submitted a quality improvement plan to address the observations outlined in this report. 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.

We would like to thank the Middlesex County CPMT 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 provided by Natosha Hines, CSA Coordinator during our on-site visit. Ms. Hines' 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,



Stephanie S. Bacote, CIGA  
Program Audit Manager

cc: Scott Reiner, Executive Director  
Lori T. Stallings, CPMT Fiscal Agent  
Natosha Hines, CSA Coordinator