

Office of Children's Services Empowering communities to serve youth

Program Improvement: Using Audit Results to Promote Best Practices and Meaningful Decisions

> Presented April, 2017

FINALLY.....THE WAIT IS OVER

Audit Report Audit satisfactr Observa os Nonconfo

WHAT HAPPENS NOW?

REACTIVE RESPONSE



PROACTIVE RESPONSE





This interactive session will feature a discussion of three systemic CSA audit observations.

Participants will act as a mock Community Policy and Management Team (CPMT) receiving an audit report.

The session will explore...

- How auditors and other stakeholders can utilize the audit results to evaluate local programs and promote best practices, and
- CPMT's response, potential best practices, and future implications.



This interactive session will feature a discussion of three systemic CSA audit observations.

Each group (mock CPMT) will be provided an audit report to be discussed among the team members.

The teams will be asked to:

- consider best practices and the future implications for the CSA program if no action is taken to address the audit observations, and
- prepare a management response in the form of a quality improvement plan that incorporates best practices and demonstrates how deficiencies will be resolved.



SYSTEMIC AUDIT OBSERVATIONS

Observation 1: Improve utilization management and utilizations reviews practices (UM/UR) practices and procedures

Observation 2: Improve documentation of service planning activities and records management.

Observation 3: Improve reconciliation process in managing CSA fund balances.







- □ FAMILIES

NON-PROFIT/COMMUNITY ORGANIZATIONS

LOCAL GOVERNMENT REPRESENTATIVES

STATE GOVERNMENT REPRESENTATIVES

AUDITORS (INTERNAL/EXTERNAL)





FAMILIES

Observation: UM/UR Practices and Procedures
 Implications
 Best Practices

Observation: Documentation of Service Planning
 Implications
 Best Practices

Observation: Fund Reconciliation
 Implications
 Best Practices





Observation: UM/UR Practices and Procedures

- Implications
- Best Practices

Observation: Documentation of Service Planning

- Implications
- Best Practices
- Observation: Fund Reconciliation
 Implications
 Best Practices



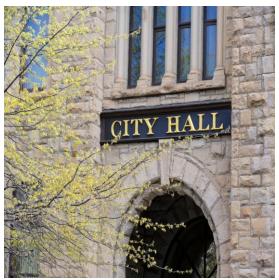


LOCAL GOVERNMENT REPRESENTATIVES
 Observation: UM/UR Practices and Procedures

- Implications
- Best Practices

Observation: Documentation of Service Planning

- Implications
- Best Practices
- Observation: Fund Reconciliation
 Implications
 Best Practices





STATE GOVERNMENT REPRESENTATIVES
 Observation: UM/UR Practices and Procedures

- Implications
- Best Practices

Observation: Documentation of Service Planning

- Implications
- Best Practices
- Observation: Fund Reconciliation
 Implications
 Best Practices



AUDITORS





"Yes! Our financial data is PERFECT; nobody touch ANYTHING until the auditors leave!"



AUDITORS (INTERNAL/EXTERNAL)
 Observation: UM/UR Practices and Procedures
 Implications

Best Practices

Observation: Documentation of Service Planning

- Implications
- Best Practices

Observation: Fund Reconciliation
 Implications
 Best Practices

Best Practice: QUALITY IMPROVEMENT PLAN



PLAN

What are we going to do?

Idenitfy needs and opportunities;

-Set your expectations:

Define your basic plan to meet your needs and opportunities; and

-Determine financial and personnel requirements, and the schedule.

ACT

Do we need any changes,

where do we go from here?

Determine what, if anything, needs to be changed; Identify specific adjustments; and

- Determine if we stay with our current plan, or if we want to take on anything else.

DO

Let's do what we said!

Identify who is responsible and affected; Develop procedures and tools to fulfill objectives and meet the plan;

- Develop and provide training relevant to the plan and the people involved; and

Follow the procedures, processes, and tools.

CHECK

Have we met our expectations?

Assess our performance; Determine if we met objectives and targets; Did things work as planned and expected; Identify any "root causes"; and Determine corrective actions.

GROUP EXERCISE





Best Practice: COMMUNICATE









WHAT WE COVERED TODAY – BEST PRACTICES

PROACTIVE not REACTIVE

KNOW YOUR STAKEHOLDERS

QUALITY IMPROVEMENT PLAN

QUESTIONS





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