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AUDITOR GENERAL

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December 21, 2012

The Honorable Carl Seel, Chair
Joint Legislative Audit Committee

The Honorable Rick Murphy, Vice Chair
Joint Legislative Audit Committee

Dear Representative Seel and Senator Murphy:

Our Office has recently completed an initial followup of the Department of Economic Security, Division of Children, Youth and Families—Child Protective Services—In-Home Services Program regarding the implementation status of the 8 audit recommendations (including sub-parts of the recommendations) presented in the performance audit report released in April 2012 (Auditor General Report No. CPS-1201). As the attached grid indicates:

- 1 has been implemented;
- 5 are in the process of being implemented; and
- 2 are not yet applicable.

Our Office will conduct an 18-month followup with the Department on the status of those recommendations that have not yet been fully implemented.

Sincerely,

Dale Chapman, Director
Performance Audit Division

DC:ss
Attachment

cc: Clarence Carter, Director
Department of Economic Security

**Department of Economic Security—Division of Children,
Youth and Families—Child Protective Services—In-Home
Services Program
Auditor General Report No. CPS-1201
Initial Follow-Up Report**

Recommendation	Status/Additional Explanation
Finding 1: Division can strengthen in-home services program by continuing to move toward the use of evidence-based practices	
<p>1.1 The Division should require the use of evidence-based practices in the next contract solicitation for in-home services.</p>	<p>Implementation in process The Division reported that it will require the use of evidence-based practices in its next In-Home Services contract solicitation slated for 2016. This information was conveyed to existing and potential contractors in the fall of 2012.</p>
<p>1.2 In the meantime, the Division should communicate its intent to its stakeholders, including existing and potential contractors, for requiring the use of evidence-based practices to allow time for existing and potential contractors to develop or expand their capacity to provide evidence-based, in-home services.</p>	<p>Implemented at 6 months</p>
<p>1.3 The Division should use the time until the next contract solicitation for in-home services to:</p> <p>a. Develop its in-house expertise so it may effectively support contractors' implementation of evidence-based, in-home services;</p> <p>b. Develop and make available through the Department's Web site well-defined, written criteria for identifying evidence-based practices, and;</p> <p>c. Maintain and make available through the Department's Web site an updated inventory of evidence-based practices.</p>	<p>Implementation in process The Division hired an In-Home Services state-wide coordinator in August 2012 who will be responsible for developing a plan to increase in-house expertise on evidence-based practices.</p> <p>Implementation in process The Division's In-Home Services state-wide coordinator responded that she has begun researching evidence-based practices to develop well-defined criteria for identifying evidence-based practices and maintaining an updated inventory of these practices, both of which will be posted on the Department's Web site.</p> <p>Implementation in process See explanation for 1.3b.</p>
<p>1.4 The Division should expand its monitoring of in-home services contractors to:</p> <p>a. Ensure the contractors are implementing evidence-based practices as designed, and</p>	<p>Implementation in process The Division reported that it is developing policies and procedures for monitoring contractors to ensure they are implementing evidence-based practices as designed. It anticipates completing the policies and procedures by February or March 2013.</p>

Recommendation**Status/Additional Explanation**

- b. Ensure that contractors have procedures to correct deviations from evidence-based practices' design.

Not yet applicable

The Department reported that it will include in its In-Home Services contract solicitation slated for 2016 a requirement for potential contractors to describe how their internal quality assurance programs will ensure that deviations from evidence-based practices are corrected.

- 1.5 The Division should require contractors modifying evidence-based practices to provide written justification for the modifications to verify that essential components are not being modified without approval of the developer(s).

Not yet applicable

The Department reported that it will include in its In-Home Services contract solicitation slated for 2016 a requirement for potential contractors to provide written justification for modifications to evidence-based practices so that the Division can verify that essential components are not being modified without approval of the developer(s).