

December 22, 2020

Ms. Lindsey Perry
Auditor General
Arizona Office of the Auditor General
2910 North 44th Street, Suite 410
Phoenix, Arizona 85018

Re: Auditor General Report – Caseworker Caseload Reporting

Dear Ms. Perry:

The Arizona Department of Child Safety (Department) is pleased to provide this response to the special report - *Caseworker Caseload Reporting*. The Department will continue its efforts to ensure the reliability of the data to report caseloads.

The Department is appreciative of the mutual collaboration demonstrated by the Office of the Auditor General and the willingness to incorporate the Department's feedback in the report.

Please see attached response to the recommendations made in the report.

Sincerely,

Mike Faust
Director

Finding 1: Department has practices that can help ensure reliability of underlying data used in caseload calculations for 3 public reports but uses a less precise method for calculating caseloads

Recommendations

The Department should:

1. Develop, implement, and document a more precise method for calculating publicly reported caseloads that uses the actual number of filled FTE positions by casework type and update the report footnotes accordingly (see Finding 1, pages 5 through 8, for more information).

Department Response: The finding of the Auditor General is agreed to, and the audit recommendation will be implemented.

Response Explanation: The Department will continue its efforts to ensure the reliability of the data utilized to report caseloads. The Department will also continue to accurately report caseloads and focusing on exploring strategies which will allow to enhance its current reporting practices.

2. Complete its development and testing of the queries that will be used to obtain Guardian data for the publicly reported caseloads to help ensure their accuracy (see Finding 1, pages 5 through 8, for more information).

Department Response: The finding of the Auditor General is agreed to, and the audit recommendation will be implemented.

Response Explanation: The Department is committed to data quality and to perfect its reporting capabilities. The Department will continue the development and testing of the queries utilized to obtain Guardian data. The development and testing will be completed prior to Guardian going live.