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AUDITOR GENERAL

STATE OF ARIZONA
OFFICE OF THE
AUDITOR GENERAL

WILLIAM THOMSON
DEPUTY AUDITOR GENERAL

June 30, 2004

The Honorable John Huppenthal, Chair
Joint Legislative Audit Committee

The Honorable Robert Blendu, Vice Chair
Joint Legislative Audit Committee

Dear Representative Huppenthal and Senator Blendu:

Our Office has recently completed a 24-month followup of the Department of Economic Security—Kinship Foster Care and the Kinship Care Pilot Program regarding the implementation status of the 11 audit recommendations (including sub-parts of the recommendations) presented in the performance audit report released in June 2002 (Auditor General Report No. 02-03). As the attached grid indicates:

- 7 of the 11 recommendations have been implemented; and
- 4 of the 11 recommendations are in the process of being implemented.

Unless otherwise directed by the Joint Legislative Audit Committee, this report concludes our follow-up work on the Department's efforts to implement the recommendations resulting from the June 2002 performance audit.

Sincerely,

Debbie Davenport
Auditor General

DD:jw
Attachment

cc: David Berns, Director
Department of Economic Security

DEPARTMENT OF ECONOMIC SECURITY
Kinship Foster Care
24-Month Follow-Up Report To
Auditor General Report No. 02-03

FINDING I: Need to improve compliance with requirements

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
<p>1. The Department should develop and provide additional kinship foster care training and place greater emphasis on staff attendance. The training should focus on the legislation’s intent and specific policy requirements, including the use of required forms and letters.</p>	<p>Implementation in Process</p>	
<p>2. The Department should develop additional monitoring mechanisms to help ensure compliance with kinship foster care requirements. To do so, the Department should consider:</p> <ul style="list-style-type: none"> • Modifying the Department’s automated child protective services information system to track case manager compliance with the requirements. • Incorporating critical aspects of relative placements into the Continuous Quality Improvement process the Department is developing. • Exploring options to address any disincentives for placing foster care children with relatives. 	<p>Implemented at 6 Months</p>	

DEPARTMENT OF ECONOMIC SECURITY
Kinship Foster Care
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FINDING I: Need to improve compliance with requirements (concl'd)

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
3. The Department should use, where appropriate, its current goals, objectives, and performance measures to assess the outcomes of kinship foster care placements.	Implemented at 12 Months	

DEPARTMENT OF ECONOMIC SECURITY
Kinship Care Pilot Program
24-Month Follow-Up Report To
Auditor General Report No. 02-03

FINDING I: Additional steps needed to meet legislative intent

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
<p>1. The Department should enhance its outreach efforts by:</p> <ul style="list-style-type: none"> a. Developing a written outreach plan that builds upon existing outreach and marketing mechanisms within all the Department's various divisions and targets those community agencies and organizations that assist relative caregivers; b. Establishing a mechanism for collecting information on how relative caregivers hear about the program to assess the success of the Department's outreach efforts; and c. Delegating appropriate personnel within the Department to be responsible for overseeing development and implementation of the plan and monitoring mechanism. 	<p style="text-align: center;">Implementation in Process</p> <p style="text-align: center;">Implemented at 24 Months</p> <p style="text-align: center;">Implemented at 24 Months</p>	

DEPARTMENT OF ECONOMIC SECURITY
Kinship Care Pilot Program
24-Month Follow-Up Report To
Auditor General Report No. 02-03

FINDING I: Additional steps needed to meet legislative intent (cont'd)

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
2. The Department should improve its referral mechanism to better help families to identify and locate needed services.	Implemented at 24 Months	
3. The Department should ensure its streamlined processes are implemented consistently by: <ul style="list-style-type: none"> a. Ensuring pilot office eligibility workers and any other relevant staff undergo additional training on the purpose and requirements of the streamlined processes; b. Revising the application instructions to clearly note that the face-to-face interview can be waived in favor of a telephone interview, and that the relative caregiver does not need to provide personal financial information when applying for the TANF child-only grant; and 	<div style="text-align: center; margin-bottom: 20px;">Implemented at 18 Months</div> <div style="text-align: center;">Implementation in Process</div>	

DEPARTMENT OF ECONOMIC SECURITY
Kinship Care Pilot Program
24-Month Follow-Up Report To
Auditor General Report No. 02-03

FINDING I: Additional steps needed to meet legislative intent (concl'd)

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
c. Providing training to staff at its other state-wide offices, as resources allow.	Implemented at 24 Months	
4. The Department should routinely monitor its success in meeting the intended outcomes for kinship care by developing a mechanism for identifying kinship care cases separately from other cash assistance cases and establishing performance measures.	Implementation in Process	