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AUDITOR GENERAL

STATE OF ARIZONA
OFFICE OF THE
AUDITOR GENERAL

WILLIAM THOMSON
DEPUTY AUDITOR GENERAL

March 12, 2010

The Honorable Judy Burges, Chair
Joint Legislative Audit Committee

The Honorable Thayer Verschoor, Vice Chair
Joint Legislative Audit Committee

Dear Representative Burges and Senator Verschoor:

Our Office has recently completed an 18-month followup of the Department of Economic Security—Division of Children, Youth and Families—Child Protective Services—Complaint Management Process regarding the implementation status of the 6 audit recommendations (including subparts of the recommendations) presented in the performance audit report released in July 2008 (Auditor General Report No. CPS-0801). As the attached grid indicates:

- All 6 recommendations have been implemented.

Unless otherwise directed by the Joint Legislative Audit Committee, this concludes our follow-up work on the Department's efforts to implement the recommendations from the July 2008 performance audit report.

Sincerely,

Melanie M. Chesney, Director
Performance Audit Division

MMC:sjs
Attachment

cc: Neal Young, Director
Department of Economic Security

**DEPARTMENT OF ECONOMIC SECURITY
 DIVISION OF CHILDREN, YOUTH AND FAMILIES
 CHILD PROTECTIVE SERVICES
 COMPLAINT MANAGEMENT PROCESS
 Auditor General Report No. CPS-0801
 18-Month Follow-Up Report**

Recommendation	Status/Additional Explanation
FINDING 1: Additional actions needed to improve Division’s management of formal complaints	
1.1 The Division should clarify and expand its complaint policies and procedures by:	
a. Establishing a clear definition of “formal complaint.”	Implemented at 12 Months
b. Developing comprehensive and detailed guidance for all staff handling formal CPS complaints, including timelines for completing all phases of the complaint-handling process, documentation requirements, and complaint monitoring activities.	Implemented at 12 Months
1.2 The Division should ensure that staff are informed of and following division complaint-handling policies and procedures.	Implemented at 18 Months
1.3 The Division should complete its implementation of an automated, centralized complaint-tracking system that will capture key information needed to ensure complaints are effectively addressed and help management identify systemic problems so that corrective action can be taken.	Implemented at 18 Months
1.4 The Division should develop and routinely generate and review management reports from the automated complaint-tracking system to identify systemic or recurring problems and take corrective action as needed.	Implemented at 18 Months
1.5 The Division should establish and implement time frames and procedures for reviewing its complaint-management process to identify and promptly correct any process deficiencies.	Implemented at 18 Months