

## Arizona Department of Economic Security

### Performance Audit—Contract Oversight of Area Agencies on Aging

Department did not conduct on-site monitoring reviews every 3 years for 5 of 8 Area Agencies on Aging consistent with its State Plan to determine contract compliance, thereby not helping to ensure client well-being and appropriate use of public monies

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#### Audit purpose

To determine whether the Department provided sufficient oversight of Arizona's 8 Area Agencies on Aging (AAAs) consistent with the Department's State Plan.<sup>1</sup>

#### Key findings

- ▶ Pursuant to the federal Older Americans Act, the Department is responsible for developing a multiyear State plan on aging (State Plan) and pursuant to the State Plan, contracts with and provides federal and State monies to 8 AAAs located throughout the State to provide services to older Arizonans, such as home-delivered meals and respite care.
- ▶ The Department established some mechanisms to oversee the AAAs, such as periodically meeting with the AAAs and tracking the number of clients served.
- ▶ Inconsistent with the State Plan, the Department had not conducted on-site monitoring reviews every 3 years for 5 of 8 AAAs, and these 5 reviews were between 3 months and 3 years 5 months overdue as of August 2025.
- ▶ By not conducting timely on-site monitoring reviews of some AAAs, the Department has not determined contract compliance in a timely manner, which does not help ensure client well-being and appropriate use of public monies. For example, previous monitoring reviews identified a AAA staff member who was not screened for tuberculosis as contractually required and a AAA that authorized an ineligible individual to receive services.

#### Key recommendations to the Department

- ▶ Conduct on-site monitoring reviews of each AAA every 3 years consistent with the State Plan.
- ▶ Ensure the monitoring reviews of the 5 AAAs that are overdue are conducted in order of most overdue to least overdue as planned.

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<sup>1</sup> The Arizona Auditor General conducted this performance audit and sunset review of the Department pursuant to a November 21, 2022, resolution of the Joint Legislative Audit Committee. This audit was conducted as part of the sunset review process prescribed in Arizona Revised Statutes §41-2951 et seq.