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AUDITOR GENERAL

STATE OF ARIZONA
OFFICE OF THE
AUDITOR GENERAL

WILLIAM THOMSON
DEPUTY AUDITOR GENERAL

March 29, 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 Health Services—Division of Behavioral Health Services Reporting Requirements regarding the implementation status of the 14 audit recommendations (including sub-parts of the recommendations) presented in the performance audit report released in December 2001 (Auditor General Report No. 01-33). As the attached grid indicates:

- 14 of the 14 recommendations have been implemented.

Since all of the audit recommendations have been implemented, and 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 December 2001 performance audit report.

Sincerely,

Debbie Davenport
Auditor General

Attachment

cc: Dr. Catherine R. Eden, Director
Department of Health Services

DEPARTMENT OF HEALTH SERVICES
Division of Behavioral Health Services—Reporting Requirements
24-Month Follow-Up Report To
Auditor General Report No. 01-33

FINDING I: The Division Can Streamline Some Reports and Eliminate Others

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
<p>1. The Division should eliminate the following reports:</p> <ul style="list-style-type: none"> a. Provider Affiliation Tape (also called Provider Network File) b. Tobacco Tax Statement of Revenues and Expenses c. Tobacco Tax Cash Activity Report d. Summary of Funding for Non-Title XIX Children’s Program by RBHA e. Quarterly Medications Report 	<p style="text-align: center;">Implemented at 6 months</p>	

DEPARTMENT OF HEALTH SERVICES
Division of Behavioral Health Services—Reporting Requirements
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FINDING I: The Division Can Streamline Some Reports and Eliminate Others (Concl'd)

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
5. The Division should continue its efforts to improve the data entry process for the Client Information System (CIS) and Client Enrollment, Disenrollment, and Assessment Reporting (CEDAR) system databases.	Implemented at 24 months	

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FINDING II: Division Can Continue to Improve Performance Measurement in Four Key Areas

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
1. The Division should continue its efforts to develop service-planning guidelines for additional behavioral health diagnoses.	Implemented at 18 months	
2. The Division should consistently use its newly developed uniform definitions for service availability performance measures.	Implemented at 6 months	
3. The Division should work to improve the response rate for its consumer survey by considering alternative survey administration methods, instead of relying on mail surveys.	Implemented at 24 months	
4. The Division should consider expanding its survey of providers regarding their satisfaction with RBHA performance to include all RBHAs.	Implemented at 6 months	