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AUDITOR GENERAL

STATE OF ARIZONA
OFFICE OF THE
AUDITOR GENERAL

WILLIAM THOMSON
DEPUTY AUDITOR GENERAL

August 25, 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 18-month followup of the Department of Economic Security—Division of Children, Youth and Families—Child Protective Services regarding the implementation status of the 7 audit recommendations presented in the performance audit report released in November 2002 (Auditor General Report No. 02-10). As the attached grid indicates:

- 7 of the 7 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 our November 2002 performance audit report.

Sincerely,

Debbie Davenport
Auditor General

Attachment

cc: Mr. David A. Berns, Director
Department of Economic Security

DEPARTMENT OF ECONOMIC SECURITY
Division of Children, Youth and Families
Child Protective Services
18-Month Follow-Up Report To
Auditor General Report No. 02-10

CHAPTER 1: Child removal process

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
1. The Legislature should consider further clarifying in statute the definitions of abuse and neglect and what criteria should be considered in removal decisions.	Implemented at 12 months	
2. The Division should ensure that its forms and brochures contain the sufficient and accurate information parents and guardians need to exercise their right to request a review, including information that describes and emphasizes the limited time frame in which requests for Family Advocacy Office reviews can be considered.	Implemented at 12 months	
3. The Division should take steps to ensure that case managers understand, and thus can explain to parents, the Family Advocacy Office's role in reviewing removal decisions.	Implemented at 12 months	
4. The Division should periodically analyze key statistics about removal review teams, including the number held, participants attending, and the review outcomes.	Implemented at 18 months	

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CHAPTER 1: Child removal process (concl'd)

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
5. The Division should use existing information about removal review teams to evaluate and assess their impact and value.	Implemented at 18 months	

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CHAPTER 2: Substantiation and appeals process

Recommendation	Status of Implementing Recommendation	Explanation for Recommendations That Have Not Been Implemented
<p>1. The Division should develop and provide some additional training on the problems most commonly identified by the Protective Services Review Team over the past 2 years to ensure all case managers and supervisors state-wide understand the statutory definitions of abuse and neglect, how to document investigative results, and how to establish probable cause.</p>	<p>Implemented at 12 months</p>	
<p>2. The Division should continue to improve its process for providing feedback on the Protective Services Review Team’s results so that it can continually enhance the quality of its investigation function. Specifically, it should consider supplementing its new report with case examples and solutions that could be readily applied by all supervisors and case managers in the field.</p>	<p>Implemented at 18 months</p>	