



ARIZONA DEPARTMENT OF ECONOMIC SECURITY

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Janet Napolitano
Governor

David A. Berns
Director

Ms. Debra K. Davenport, CPA
Auditor General
2910 North 44th Street, Suite 410
Phoenix, Arizona 85018

Dear Ms. Davenport:

Thank you for the opportunity to review and respond to the Sunset Factors Audit, prepared by your staff, of the Arizona Department of Economic Security (DES). The DES staff appreciates the cooperation and professionalism shown by your staff and value the recommendations made in the audits that formed the basis of this report.

This report is based, in part, on five audits (Service Integration Initiative, Welfare Programs, Information Security, Division of Employment and Rehabilitation Services, and Division of Developmental Disabilities) and two reports (the Division of Children, Youth and Families, Child Protective Services - Caseloads and Training - and - CHILDS Data Integrity Process). The Department accepts the recommendations in all of these audits and reports that form the basis of this report, except for one part of the CPS report (Auditor General Report No. 03-09) where the Department adopted a different methodology in response to the recommendations. Enclosed is an explanation of our methodology. When all of the recommendations are implemented, they will help improve the quality of the services we provide and the performance of our agency.

The DES staff appreciate the positive tone of the Sunset Factors Audit and are pleased with your recognition of our initial efforts of developing a new service delivery model to improve the outcomes of the families we serve. The Department believes that by integrating the services we provide, we will help strengthen Arizona's most vulnerable families. We will continue to seek ways to improve our delivery of services to the people of Arizona.

Sincerely,

David A. Berns

Enclosure

Arizona Department of Economic Security (DES)

Additional Information on Sunset Factor 2 (pages 9 and 10) Division of Children, Youth and Families -- Child Protective Services Caseloads and Training (Auditor General Report No. 03-09)

As part of the Caseloads and Training Audit (Auditor General Report No. 03-09), the Auditor General made three recommendations related to ensuring that the Department could accurately project its case management staffing needs.

The Division should take steps to ensure that it can accurately project its case manager staffing needs. The Division should ensure that:

- a. Cases can be classified on its computerized case management system according to standards;
- b. It includes only cases that are actively being worked; and
- c. It includes all positions that regularly manage cases in its count of authorized case management positions.

While the Department agrees that accurate and timely information is vital to accurately determine caseload staffing needs, the Department declined to adopt the Auditor's specific recommendations based on a difference in approach and methodology. Despite this disagreement, the Department has continued to work to ensure the accuracy of the information used as a basis for determining caseload staffing needs.

Specifically, the Department agrees that classification of a CPS case in the automated system is the preferred methodology in determining the type of case that the worker is handling (investigative, in-home or ongoing), particularly as the Department enhances its capacity for in-home cases. Additional resources are necessary to fully implement such an automated system. The Department has also taken steps to ensure that only cases that are open and actively worked are included in the case count. The Department is also working to ensure that all case carrying FTE positions are appropriately classified and included in the number of case carrying staff (there were a very small number of CPS Program Specialists and Human Service Specialists that were previously excluded from the total number of case-carrying staff, but who in fact were carrying cases; these positions are being reclassified as CPS Specialists).