

The March 2018 Arizona Department of Child Safety special report found that the Department’s contracted substance abuse program incorporates best practices in its design, and the Department has implemented controls to oversee contractors’ compliance with program requirements.

Status of report’s 1 recommendation:

Not implemented

Unless otherwise directed by the Joint Legislative Audit Committee, this report concludes our follow-up work on the Department’s efforts to implement the recommendation from the March 2018 report.

Chapter 2: Department has implemented AFF program oversight

2.1 The Department should carry out its plans to conduct periodic reviews, on a sample basis, of documentation supporting invoiced services to ensure these services are supported.

Not implemented—As reported in previous followups, the Department implemented procedures to review invoices on a sample basis for nearly 2 years but reported that it discontinued implementing the procedure in July 2020 due to limited staff resources. Additionally, according to the Department, its reviews of underlying documentation during this period did not identify any significant instances of inappropriate or unsubstantiated billing. However, the Department has updated its invoicing practices to require its case managers and service team staff to preapprove all billable services on an individual client basis in the Department’s case management system (Guardian) and that contractors must submit invoices to Guardian for each service provided to individual clients instead of submitting a monthly invoice for all clients. According to the Department, these updated invoicing requirements should provide safeguards against improper billing. Although contractors submit documentation to the Department related to the invoiced services, the Department does not conduct periodic reviews on a sample basis of this documentation to ensure that invoiced services were provided and reported that it does not plan to do so.