



**State of Florida  
Department of Children and Families**

**Ron DeSantis**  
Governor

**Chad Poppell**  
Secretary

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**DATE:** July 19, 2019

**TO:** Chad Poppell  
Secretary

**FROM:** Keith R. Parks  
Inspector General

**SUBJECT:** Six-Month Status Report for Auditor General Report No. 2019-101

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In accordance with Section 20.055(6)(h), Florida Statutes, enclosed is our six-month status report on Auditor General Report No. 2019-101, *Department of Children and Families, Regulation of Child Care Providers and Licensing of Foster Homes*.

The Office of Child Welfare provided updates, which indicate that the recommendations to Findings #1 and #2 have been fully implemented. The recommendation to Finding #3 has been partially implemented.

If I may be of further assistance, please let me know.

Enclosure

cc: Melinda Miguel, Chief Inspector General, Executive Office of the Governor  
Kathy DuBose, Staff Director, Joint Legislative Auditing Committee  
Patricia Babcock, Deputy Secretary  
David Mica, Chief of Staff  
Patricia Medlock, Assistant Secretary for Child Welfare  
Lisa Norman, Audit Manager, Florida Auditor General

KP/SM/ej

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Mission: Work in Partnership with Local Communities to Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency

**OIG – Internal Audit**  
**Corrective Action Status Report**  
**Department of Children and Families - Regulation of Child Care Providers**  
**and Licensing of Foster Homes**  
**Auditor General Report No. 2019-101, Issued January 14, 2019**  
**As of July 15, 2019**

<b>Findings</b>	<b>Recommendation</b>	<b>Auditee Response</b>	<b>Corrective Action Status</b>
<p>Finding 1</p> <p>Department procedures for imposing administrative fines on child care providers that do not timely submit license renewal applications and for ensuring and demonstrating that providers satisfied certain registration requirements need enhancement.</p>	<p>Recommendation 1.a.:            We recommend that Department management enhance oversight procedures to ensure that administrative fines are imposed on child care providers that do not timely submit license renewal applications in accordance with Department rules.</p> <p>Recommendation 1.b.:            We also recommend that Department management ensure that Department records evidence that registered family day care home immunization records are current.</p>	<p>An application mailing/receipt tracking log has been created and regional licensing specialists will begin using the log on March 1, 2019. The log will assist in tracking receipt of late applications for completing administrative actions. The Child Care Regulation Program's (program) current quarterly monitoring tool is being updated to include a review of the tracking log to ensure administrative action has been completed as required. Also, the department's legal counsel has been advised that administrative action must be taken on applications received after the due date.</p> <p>Please also note that on November 20, 2018, the program implemented a Registered Family Day Care Home Renewal Checklist document. The receipt and shredding of immunization records submitted at the time of renewal will be notated on the checklist to document compliance with this standard.</p>	<p><b>Fully Implemented</b></p> <p>The Department issued a policy on January 28, 2019 and developed a standardized tracking log that must be used statewide to document receipt of renewal applications to ensure administrative actions for receipt of late applications are completed. The administrative action must be completed in accordance with the enforcement action outlined in § 65C-22.010(2), Florida Administrative Code (F.A.C.). Licensing staff were to begin using the new tracking log beginning March 1, 2019. The quarterly monitoring tool was recently updated to include a standard to review the tracking log to ensure administrative fines have been completed. The updated tool was put into use beginning fiscal year 2019-20.</p>

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<p>Finding 2</p> <p>The Department did not always timely conduct reinspections of child care providers to determine whether violations had been corrected.</p>	<p>Recommendation 2.</p> <p>We recommend that Department management ensure that reinspections are promptly conducted to determine whether child care provider violations are timely corrected.</p>	<p>Of the 115 violations examined in the audit, only six violations were not followed up within the current performance tracking system of violations pending over 30 days from the corrective action date.</p> <p>The program will issue a policy directive stating that beginning March 1, 2019, re-inspections for violations must be completed timely; occurring as early as one day after the due date but not later than 10 business days after the due date. The desk reference guide will be updated to reflect the change in the policy directive during the next quarterly update process. Also, licensing staff will be provided the directive that when choosing corrective action dates for violations noted in an inspection report, all corrective action for class II and III violations must align to one date, and staff should ensure their schedules allow for a re-inspection to occur.</p>	<p><b>Fully Implemented</b></p> <p>The Department issued a policy on January 15, 2019 with revised reinspection timeframes. The new policy requires that reinspections be completed as early as one business day after the violation corrective action due date, but no later than 10 business days. The quarterly monitoring tool was updated immediately to reflect a standard for the new timeframes. For the third quarter monitoring (Jan – March), this standard scored a 4.28 statewide. The monitoring scoring ranges from a low of zero (not met) to a high of five (substantially met). The Department will continue to monitor this standard quarterly, direct regions to follow the policy, and train new staff on the process during preservice.</p>

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<p>Finding 3</p> <p>The Florida Safe Families Network did not indicate the date an initial foster home license was issued, distinguish between initial or renewed licenses, or reflect the entity involved in the licensing process.</p>	<p>Recommendation 3:</p> <p>We recommend that Department management continue efforts to enhance FSFN to ensure that FSFN indicates the date initial foster home licenses are issued, distinguishes between initial and renewed licenses, and reflects the entity involved in the licensing process.</p>	<p>Florida Safe Families Network (FSFN) has been enhanced to reflect the date of an initial foster home license and distinguishes between initial and renewed licenses. These enhancements are anticipated to be released April 12, 2019. During the next five years, the department will be working to align the child welfare information system with the federal Comprehensive Child Welfare Information System (CCWIS) regulations, which include an enhanced level of data quality and data integration for licensing. The Department is in the planning and procurement stages for the CCWIS project but intends to include additional provider management and data integration activities with other agencies that license providers.</p>	<p><b>Partially Implemented</b></p> <p>Due to limited funding to enhance Florida Safe Families Network (FSFN), enhancements to reflect the date of an initial foster home license and distinguish between initial and renewed licenses has been delayed. These enhancements are anticipated to be released with the Department's updates to support the Family First Prevention Services Act (FFPSA). In addition, the Department will continue, over the next 5 years, to align the child welfare information system with the federal Comprehensive Child Welfare Information System (CCWIS) regulations, which include an enhanced level of data quality and data integration for licensing.</p>