



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

*Charlie Crist  
Governor*

**George H. Sheldon**  
*Interim Secretary*

**DATE:** July 30, 2008

**TO:** George H. Sheldon  
Interim Secretary

**FROM:**  Sheryl G. Steckler  
Inspector General

**SUBJECT:** Six-Month Status Report for OPPAGA Report No. 09-09

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In accordance with Section 20.055(5)(g), Florida Statutes, enclosed is our six-month status report on OPPAGA Report No. 09-09, "*Outsourced Oversight for Community-Based Care Produced Benefits But Substantive Challenges.*" The report shows OPPAGA's original recommendations and the Department's status and comments, taken from representations made by management.

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

Enclosure

cc: Kathy DuBose, Staff Director, Joint Legislative Auditing Committee

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Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency



OFFICE OF INSPECTOR GENERAL

George H. Sheldon  
Secretary

*Enhancing Public Trust in Government*

Sheryl G. Steckler  
Inspector General

Project #E-0809-152

July 30, 2009

**Six-Month Status Report  
*Outsourced Oversight for  
Community-Based Care  
Produced Benefits But Substantive Challenges***

**PURPOSE**

The purpose of this report is to provide a written response to the Secretary on the status of corrective actions taken six months after the Office of Program Policy Analysis and Government Accountability (OPPAGA) published Report No. 09-09, "*Outsourced Oversight for Community-Based Care Produced Benefits But Substantive Challenges.*"

**REPORT FINDINGS, COMMENTS & STATUS**

The Department was responsible for providing updated status and corrective action comments for one of two recommendations – OPPAGA directed the other to the Florida Legislature. Note that the Department's update refers to the Legislature's actions. Presented below is the full text OPPAGA's recommendations and up-to-date corrective action comments and status for audit findings, as reported by the Assistant Secretary for Programs (OSDP) staff.

**RECOMMENDATIONS:** *Due to the challenges posed by outsourcing oversight, we recommend that the Legislature consider not continuing the pilot project beyond Fiscal Year 2008-09 and not expanding outsourced oversight statewide.*

*If the pilot project is not continued, we recommend that the department maintain the quality assurance system improvements and assist the lead agencies in managing and improving their performance through the data analyses. It should also implement its revised quality assurance system for the pilot lead agencies when the pilot project ends in July 2009.*

**Status (per Assistant Secretary for Programs staff): Completed**

The Legislature chose not to renew the pilot language established by Chapter 2006-30, Laws of Florida. Therefore, the Department has continued the quality assurance process previously put into place. The Department also expanded the Quality Assurance (QA) system to the CBCs and counties previously exempted by the pilot language.

The QA system was to be implemented in the pilot CBCs and counties effective July 1, but in the wake of the Gabriel Myers death, all QA staff time statewide has been turned to monitoring of psychotropic medication files.

Therefore, the internal QA staff will begin QA monitoring in the pilot areas as of the 2<sup>nd</sup> quarter of this fiscal year.

This follow-up audit was conducted as required by Florida Statute 20.055(3)(g) and section 2500.A1 of the International Standards for the Professional Practice of Internal Auditing as published by the Institute of Internal Auditors. Elton Jones compiled this follow-up audit from representations provided by program management. Please address inquiries regarding this report to Jerry Chesnutt, Director of Auditing, at (850) 488-8722.