

ORANGE COUNTY, VIRGINIA

OFFICE ON YOUTH

ALISHA L. I. VINES
DIRECTOR

avines@orangecountyva.gov
PHONE: (540) 672-5484
FAX: (540) 672-2311



ADDRESS:
146 MADISON ROAD
SUITE 205
ORANGE, VA 22960

May 13, 2014

Office of Comprehensive Services
Attn: Stephanie Bacote
1604 Santa Rosa Road,
Wythe Building, Ste 137
Richmond, VA 23229

Ms. Bacote,

I would like to thank you for the wonderful experience we have had in Orange County during our CSA Program audit. I appreciate the feedback and information that was provided during our meetings. Per your request, I am including in this letter our comments in regards to our audit report.

CPMT Governance – Observation 1:

The Orange County CPMT has begun the process of developing a long term strategic plan for our CSA program. The process has been started by a small, core committee and will be expanding in order to reach our stakeholders. It will include the recommended information relayed in the audit report. We understand this may be a long process and intend to request guidance from other localities as to the layout and amount of information included in order to adequately meet our needs in Orange County.

The Orange County CPMT will determine at the beginning of each fiscal year what measurable criteria is to be used to measure the impact of our CSA program on our youth and families. This decision will be based on information provided to CPMT on the status of current cases in order for the needs of our children and families to be met.

The CPMT Chair has already added a "Finance" report to the agenda for each and every CPMT meeting. This will include a copy of the monthly report that is presented to the Orange County Board of Supervisors as well as any additional pertinent information that may arise. The discussions surrounding the financial status will be documented in the CPMT monthly minutes.

CPMT Governance – Observation 2:

The Orange County Office on Youth will be working to develop a formal training program for current and future members of both FAPT and CPMT. We plan to reach out to other localities in order to see what is already being done in so that we may find templates that could be changed to meet our needs versus starting from scratch. In addition, trainings have been added to FAPT meetings when deemed necessary for the review of policies and procedures and other necessary updates. It is the Office on Youth's intent that the months that include a fifth Wednesday will be reserved for CSA training. All training attendance will be documented on a sign-in sheet.

The agenda for the monthly CPMT meetings has been completely re-organized and includes permanent discussion topics each month to include a finance report. The minutes will be documented in a timely manner in order to start posting them to our county website. This will allow us to maintain more communication about our program to the community.

A small committee will be formed to address additional ways to ensure our program has a more thorough community presence. The suggestions provided in the audit will be taken in to consideration and utilized so that the public can understand what our CSA program is doing for our community.

CPMT Governance – Observation 3:

The CSA Coordinator has been meeting with the Community Services Board CPMT representative in order to establish a written policy for ICC in Orange County. Once the written policy is complete, CPMT will adopt the policy and add it to our policy and procedure manual.

The CSA Coordinator has also begun working with the Public School CPMT representative in order to have a formal written policy in regards to special education students. Orange County had been keeping track of this information; however, a written policy was not included in our policy and procedure manual. The recommendations outlined in our audit report will be taken into consideration while completing the policy.

Program Activities – Observation 4:

The Orange County CPMT will be developing a formal utilization management program as outlined in our audit report. Our Program Auditor, Stephanie Bacote, has provided information to be used in order to complete this task. This information will be reviewed and a program that meets the needs of Orange County will be developed and approved by CPMT.

Program Activities – Observation 5:

The importance of information in the children's files has been stressed to FAPT members and will be addressed again in a formal training at the end of July. In addition, the CSA Coordinator and the Office on Youth Director will be reviewing our IFSP that is currently used to see if changes to make it more user-friendly can be made. We will also mark which

fields need to be updated at each review in order to make it easier for case managers to ensure these fields are updated appropriately.

The CSA Coordinator and Office on Youth Director will also be reviewing the documentation process of the Orange CSA file cases to see if the files could be arranged in a different manner, and make any necessary changes, to ensure all paperwork is always present. Periodic reviews will be conducted to ensure compliance is maintained with this documentation process.

Program Activities – Observation 6:

The Office on Youth is in the process of changing the parental co-pay collection process taking this responsibility from the CSA Coordinator and giving it to the Office on Youth Accounting Clerk. This positions main job is billing and account collections within the office. We hope this transition will ensure all payments are collected and reported in a timely manner. This transition will hopefully be completed by the beginning of the next fiscal year in order for our office to sort out the details and develop a smooth procedure.

Program Activities – Observation 7:

The Office on Youth staff is working with the Orange County Finance Department on developing an appropriate reconciliation process for our program. We have met regarding the direction we should go and have consulted our County auditing company. In addition, we will be consulting with other localities to explore different procedures so that we may develop an effective process for our program.

Again, I would like to thank you for your hard work and dedication to help make our program more successful. The feedback received during our audit process is very much appreciated and will prove to be helpful as we continue to help our children and families.

Sincerely,



Alisha Vines
Office on Youth Director

Cc: Bryan David, County Administrator
Letitia Douthit, Orange CSA Coordinator
Orange County CPMT
Orange County
File