

**CSA Program Audit
Quality Improvement Plan**

Audit Client Name:	Orange County CSA Program
Audit/File Number	05-2014
Audit Report Date:	May 19, 2014
Quality Improvement Plan Date:	6/27/2014

Instructions: A separate form must be completed for each audit observation included in the final report.

QUALITY IMPROVEMENT PLAN DETAILS					
Observation No.	Task Description	Responsible Party	Target Date	Self Reporting Status	
				Click here to enter a date.	
				In Progress	Completed
CPMT Governance (1)	The Orange County CPMT has begun the initial discussions/research regarding the long-range plan. We will begin holding regular meetings in July to begin piecing together what we feel is necessary to include in our long-range plan. This will also include guidelines for risk assessment procedures and measurable criteria for annual program evaluation. **We will also be reaching out to other localities for suggestions and guidance on this process.	Orange County CPMT and CSA stakeholders	12/31/2014	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Please check if attachments are included.

If tasked described is not complete, please explain:
The strategic plan will be a longer process than most of our other tasks as recommended by the audit findings. We intend to reach out to other localities that may already have one in place to use as models for our own.

PLAN APPROVAL

SIGNATURE:	Title: CPMT Chair	Date:
PRINTED NAME: Alisha Vines	Office on Youth Director	06/27/14



For OCS Program Auditor Use Only		
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CPMT Governance (2)	The Orange County CPMT will begin developing a formal orientation process for new members to FAPT and CPMT. This program will include all required components to ensure the member is aware of their role and responsibility.	Orange County CPMT and OOO staff.	12/1/2014	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Documentation of the monthly CPMT minutes has been redesigned and includes the suggested information from the audit report. The Office on Youth is also in the process of overhauling our CSA related website page to include more information for the public. This will include a separate page for FAPT and CPMT to provide information about each team, policies and procedures, CPMT minutes, and CSA related links.	OOO Director/CPMT Chair		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Please check if attachments are included. **I have included the March, April, and May minutes for 2014 for review.** If tasked described is not complete, please explain: The initial dates for the remainder of 2014 have been set for training and 2015 will be set by December 1, 2014.					
PLAN APPROVAL					
SIGNATURE:			Title: CPMT Chair		Date:
PRINTED NAME: Alisha Vines			Office on Youth Director		06/27/14



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CPMT Governance (2) Cont'd.	The CSA Coordinator and the OOO Director have begun working on addressing the training needs of both teams and will be establishing a regular training schedule. Initially, we intend to have training the 5 th Wednesday of any month at a minimum which allows for 4-5 official trainings per year.	Orange County CPMT and CSA stakeholders	12/1/2014	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	The CSA Coordinator and OOO Director will work to develop surveys that can be used to assess the effectiveness of our CSA Program to be used by clients, vendors, team members, and stakeholders	CSA Coordinator, OOO Director, and CPMT	09/15/2014	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Please check if attachments are included.

If tasked described is not complete, please explain:
We have scheduled training for July 30th for our two teams and are reviewing various surveys to determine what will work best for our program participants.

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PRINTED NAME: Alisha Vines	Office on Youth Director	06/27/14



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CPMT Governance (3)	The CSA Coordinator has begun working with the CPMT Community Services Board representative to accurately document our ICC policy and procedure.	CSA Coordinator and CPMT Community Services Board representative	8/29/2014	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	The CSA Coordinator has begun working with the Public School CPMT member in order to have a formal written policy on documenting required information on our special education clients.	CSA Coordinator and CPMT Public School representative	09/29/2014	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Please check if attachments are included.

If tasked described is not complete, please explain:
The respective participants began working on this during the audit and will be finishing both tasks before school starts in the fall.

PLAN APPROVAL

SIGNATURE:	Title: CPMT Chair	Date:
PRINTED NAME: Alisha Vines	Office on Youth Director	06/27/14



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Program Activities (4)	The Orange County CPMT will develop a formal utilization management program for the CSA Program in order to meet the needs of our particular locality.	Orange County CPMT	11/25/2014	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Please check if attachments are included.					
If tasked described is not complete, please explain: The CPMT membership will be reaching out to other localities and reviewing the suggestions provided by our auditor to develop our program. Our target completion date is our November CPMT meeting date as listed above.					
PLAN APPROVAL					
SIGNATURE:			Title: CPMT Chair		Date:
PRINTED NAME: Alisha Vines			Office on Youth Director		06/27/14

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CPMT Program Activities (5)	The importance of the including all relative client information on the IFSP has been discussed with the FAPT team and will be formally addressed at the July 30 th training. The training will cover the need to update information in a timely manner.	CSA Coordinator and CPMT Chair	12/1/2014	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	The CSA Coordinator and OOO Director/CPMT Chair will be reviewing the IFSP in use and determine a way to designate which fields will be required to updated for each reporting/review period.	CSA Coordinator and OOO Director/CPMT Chair	10/03/2014	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Please check if attachments are included.

If tasked described is not complete, please explain:

The July 30th training agenda is being developed at this time and will include providing up-to-date information at all times. The July 30th training will also be used to gain insight on what types of future trainings both teams would like to see related to CSA.

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SIGNATURE:	Title: CPMT Chair	Date:
PRINTED NAME: Alisha Vines	Office on Youth Director	06/27/14



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Program Activities (6)	The Office on Youth (department overseeing the Orange CSA Program) has reorganized the parental co-pay procedure and turned the collection process over to the OOO Accounting Clerk. This will ensure timely payments as well as parent participation in the program. We have the general procedure down and will address issues as they arise.	Orange County Office on Youth	6/18/2014	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Please check if attachments are included. **Forms to be used by Accounting Clerk for accounts** If tasked described is not complete, please explain: Click here to enter text.					
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Program Activities (7)	The Office on Youth director and Accounting Clerk have had an initial meeting with the Orange County Finance Director regarding developing a reconciliation process that is CSA specific. The initial meeting raised questions about what information needed to be included. We decided to ask for guidance from our county auditing company as well as review information provided by our CSA auditor and other localities. It was decided that the OOO Accounting clerk would complete this process monthly in order to maintain accurate records.	OOO Director, OOO Accounting Clerk, Orange County Finance Director and/or staff	9/5/2014	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Please check if attachments are included.					
If tasked described is not complete, please explain: Information is being requested and researched at this time to develop this process for our CSA program.					
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SIGNATURE:			Title: CPMT Chair Office on Youth Director	Date: 06/27/14	
PRINTED NAME: Alisha Vines					

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