



Presentation to the Senate Interim Committee
on Human Services

Overview of Internal Audit Report and Updates

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Services for support

Temporary lodging: An emergency stop-gap measure until appropriate placement can be found.
A place where staff supervise a single young person.



Youth in Temporary
Lodging (TL)

Staff supervising
youth in TL

**The contractor
supporting the staff**

Contractor is NOT:



A group home or
placement for TL



Providing a service
that legally requires
child-caring agency
licensing

Contracting review process

- Conducted by ODHS/OHA Internal Audit & Consulting's (IAC), June 2024
- Two objectives:
 - ✓ Assess and compare controls
 - ✓ Review procurement contracts with TL providers
- Interviewed: ODHS leaders, contract staff, district leadership
- Reviewed: Contracts and financials

Findings: Issues not unique to TL contracts



Contracts are inconsistent and don't always include necessary terms



Contract terms were not consistently adhered to



Providers are not always thoroughly vetted



Established controls didn't stop inappropriate payment



Contract administration was insufficient to identify issues

Recommendations

| | |
|-----|---|
| 1 | Establish a set of standardized contract terms for temporary lodging prevention (TLP) |
| 2.1 | Establish a process to ensure that background checks are cleared prior to children being served by a contractor. |
| 2.2 | Establish a process for communicating concerns about potential providers with other programs (IDD, APD, BH, etc.). |
| 3.1 | Improve training for TLP contract administrators to ensure the risks associated with these contracts and responsibilities of contract administrators are understood. |
| 3.2 | Provide training to contracted service providers. |
| 3.3 | Improve invoice and supporting documentation templates . |
| 3.4 | Ensure sufficient resources are allocated to contract administration for TLP contracts. |
| 4 | Improve monitoring and address system limitations. |
| 5 | Improve process documentation for off-contract payments. |

Progress as of Sept 1, 2024

| | September progress | Completion | Status |
|-----|---|------------|-------------|
| 1 | Statement of Work is under legal review (expected to be final by 9/20). Once completed, all active contracts will be amended. | 75% | On track |
| 2.1 | Standards on monitoring background checks were released in July 2024. Training and info sessions are being provided to contract administrators and managers. | 85% | On track |
| 2.2 | Workgroup recommendations coming in Oct. | 25% | On track |
| 3.1 | Protocol finalized. Training will be complete 10/24. Additional standards in development. | 60% | On track |
| 3.2 | Training outline for staff and video script for vendors complete. | 20% | On track |
| 3.3 | Protocol finalized. Training will be complete 10/24. Additional standards in development. | 30% | On track |
| 3.4 | Many contract administration functions have been centralized. However, TL Contract Analyst (OPA3) rotation is set to end 12/31/24. An extension is unlikely to be approved. | 40% | Off track |
| 4 | OR-Kids changes not made due to tech limitations. A workaround has been put into place. | 0% | Not started |
| 5 | Workgroup has identified key recommendation areas. | 25% | On track |

Questions?

