

<u>Section</u>	<u>Function</u>	<u>Report</u>	<u>Agency</u>	<u>Recommendation #</u>	<u>Recommendation Text</u>	<u>Explanation</u>	<u>Program</u>	<u>LAD Contact</u>
Section B	Financial	21-14	Department of Public Health & Human Services	12	We recommend the Department of Public Health and Human Services: A. Enhance internal controls over cost allocation, including consideration of its in-depth review of its cost allocation procedures and plan. B. Allocate costs as specified in the cost allocation plan, as required by federal regulations. C. Implement changes to the cost allocation process only after receiving approval from, or submitting a plan revision, to the federal government.	The department allocates over \$150 million in costs under their cost allocation plan. While the issues identified with the department's cost allocation involved both over and under allocations, the budget for multiple programs could be affected if the cost allocation plan is followed correctly.		Katie Majerus/Alexa O'Dell
Section B	Information Systems	19DP-04	Department of Public Health and Human Services	1	We recommend the Department of Public Health and Human Services develop a modernization strategy to address obsolete technologies and diminishing return on investment of Child Care Under the Big Sky that includes: A. Proactive planning to address obsolete technologies, B. Develop metrics, like return on investment, or scoring, for continual measurement, and C. Track these metrics and review obsolescence on a yearly basis according to state policy.	Without a modernization strategy, obsolete technologies such as CCUBS will continue to cost more than the value they produce.	Multiple	Hunter McClure
Section B	Information Systems	19DP-04	Department of Public Health and Human Services	2	We recommend the Department of Health and Human Services improve risk mitigation policy by: A. Developing and implementing Authorization to Operate procedures that include documented risk acceptance or procedures and timelines for remedying or reducing high risks, and B. Establish a quarterly review of timelines and processes for addressing risks to ensure actions are completed.	System security must be assessed in a timely way to reduce the potential financial risks and exposure to data breaches.	Multiple	Hunter McClure
Section B	Performance	19P-02	Department of Public Health and Human Services	1	We recommend the Department of Public Health and Human Services continue to adhere to state law by maintaining a process to report clients' monitoring results to guardians and family members authorized to receive the information	NA	Disability Services	Chelsea Rayfield
Section B	Performance	19P-02	Department of Public Health and Human Services	2	We recommend the Department of Public Health and Human Services develop a repurposing plan for the MDC facility that identifies key information, such as action steps, timelines, benchmarks to measure completion, and parties responsible for each step.	NA	Disability Services	Chelsea Rayfield
Section B	Performance	19P-02	Department of Public Health and Human Services	3	We recommend that the Department of Public Health and Human Services work with the Department of Justice to develop and maintain a memorandum of understanding that defines agency and staff roles, expectations, and processes for IBC incident reporting.	Improved incident reporting can lower the department's legal exposure to litigation that may arise from incidents not responded to properly.	Disability Services	Chelsea Rayfield
Section B	Performance	19P-02	Department of Public Health and Human Services	4	We recommend the Department of Public Health and Human Services: A. Update and centralize policies, procedures, and/or administrative rules for Personal Support Plans to increase administrative efficiencies, ensure greater consistency, and reflect person-centered planning, B. Provide ongoing, statewide training for case managers and providers regarding policies, procedures, and administrative rules, and C. Monitor Personal Support Plans for adherence to requirements to help ensure ongoing person-centered planning across regions and providers.	Increased administrative efficiencies will allow the department to serve more Montanans with limited resources.	Disability Services	Chelsea Rayfield

Section B	Performance	19P-02	Department of Public Health and Human Services	5	We recommend the Department of Public Health and Human Services Developmental Services Division develop a data management plan and processes to: A. Identify data needs for measuring and aggregating client outcomes, B. Develop protocols for collecting reliable and accurate data, C. Ensure more consistent and centralized data storage, and D. Establish analysis procedures and reports to make informed management decisions and inform stakeholders on client outcomes.	Improved data management will help the department better track client outcomes and allow management to make more informed decisions about resource allocation and other decisions related to efficient and effective program operations.	Disability Services	Chelsea Rayfield
Section B	Performance	19P-01	Department of Public Health and Human Services	1	We recommend the Department of Public Health and Human Services: A. Conduct a review of the SAMS model to ensure all elements are appropriate and align with best practices. B. Update SAMS documents to reflect current policy, best practice, and to provide staff clarity on using the SAMS model.	Maintaining an appropriate number of kids in care can help the foster care system run more efficiently and in the long term lead to a lower foster care population.	CPS	Jeremey Verhasslet
Section B	Performance	19P-01	Department of Public Health and Human Services	2	We recommend the Department of Public Health and Human Services develop and provide ongoing training to regional administration that is focused on the purpose and importance of the SAMS model to ensure it is uniformly understood.	NA	CPS	Jeremey Verhasslet
Section B	Performance	19P-01	Department of Public Health and Human Services	3	We recommend the Department of Public Health and Human Services: A. Determine through data-based measures that Family Support Teams and Safety Resource Specialists lead to an increased use of prevention plans. B. <u>Adjust the program if it does not lead to results.</u>	Proper implementation of prevention plans can lower the population of children in foster care and help the state keep this at-risk population safe in a more efficient and effective manner.	CPS	Jeremey Verhasslet
Section B	Performance	19P-01	Department of Public Health and Human Services	4	We recommend the Department of Public Health and Human Services: A. Modernize the child welfare system based on federal government guidance. B. Use the increased data capacity of this system to create and implement a data management plan.	Better use of existing data will allow the department to gain efficiencies in managing the foster care population and other populations of youth at risk of entering the foster care system.	CPS	Jeremey Verhasslet
Section B	Performance	20P-06	Department of Public Health and Human Services	1	We recommend the Department of Public Health and Human Services conduct and document annual assessments of child care needs based on demographic information of each county, and use this data to inform funding distribution decisions.	With a more formal needs assessments, CCDF funding can be leveaged more effectively.	Early Childhood	Sarah Carlson
Section B	Performance	20P-06	Department of Public Health and Human Services	2	We recommend the Department of Public Health and Human Services develop and document measurable goals of CCDF-funded child care programs using the most recent county-level risk assessment and other inputs, including timelines, measurement tools, and target levels indicating success.	Measurable goals can aid the department in assessing challenges and effectivley directing resources.	Early Childhood	Sarah Carlson
Section B	Performance	20P-06	Department of Public Health and Human Services	3	We recommend the Department of Public Health and Human Services: A. Change childcare license/renewal process to include a check of the childcare address against the Sexual or Violent Offender Registry, and B. Develop and document training and train staff on the correct action to take when information is received regarding a potentially dangerous situation at any childcare.	Without fully checking on risks to chilren at registered daycares, the state exposes itself to legal action.	Early Childhood	Sarah Carlson