Cabinet Agencies' Performance Audit Action Item(s) & Status

Crime Victims Programs

(See also Cabinet Agencies' Response for full context to Washington State Auditor's Office (SAO) report, June 2011)

Agencies included in the performance audit: Labor & Industries, Social & Health Services and Commerce.

SAO Issues Summary:

1. Projections indicate the state will need to substantially increase funding in fiscal year 2014 to counteract decreased federal funding and again in fiscal year 2016 if benefit reductions expire.
2. Practices in other state and other Washington state programs suggest several ways to improve the CVC program's long-term financial stability.
3. Multiple agencies and programs provide services to crime victims in Washington state, resulting in duplication and fragmentation.
4. We identified numerous benefits from consolidating the three grant programs of crimes and domestic violence into a single program within DSHS.
5. Several factors suggest it would be cost-prohibitive to merge L&I's Crime Victims' Compensation program with the three programs at DSHS.

The table below shows the current status of action items the agency initiated to address issues identified in the performance audit report. Please see the coordinated *cabinet agencies' response* for additional context and any additional steps already taken.

For an explanation of the columns below, see the legend.

Issue	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
1	N/A							
2	Completed	Develop and adopt rules for setting new caps and fee schedule. This action step is the result of legislation passed in the 2011 session. CR101 was filed 6/21/11. Rule adoption was scheduled for 10/31/2011 - Effective date 12/01/2011	L&I	done	Yes	No	Yes	No updates on this. Rules are in place.
2	Completed	Complete programming of new bill payment system	L&I	July 2011	Yes	No	No	Programming for the new fee rates is completed. Testing is scheduled for July through August, 2011. Put in production 8/29/11. Test with providers while in production through 9/30/11.

Issue	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
								Begin payment using the new fee schedules 10/2011. Verified complete 5/10/13.
2	Completed	Implement new bill payment systems. Began receiving electronic direct billing entry from providers in February 2012. Hospital billing (electronic data interchange- EDI) usability testing complete. Hospital billing (EDI) move to production estimated for July 2012. Verified complete 5/10/13.	L&I	done	Yes	No	No	The Program has started to receive some electronic billing from providers.
2	Completed	Implement fee schedule update. Programming for the new fee rates is completed. Testing was scheduled for July through August, 2011. Put in production 8/29/11. Test with providers while in production through 9/30/11. Began payment using the new fee schedules 10/2011. Verified complete 5/10/13.	L&I	done	Yes	No	No	New rates are in effect.

Issue	Status	Action Steps	Lead Agency	Due Date	Current Resources?	Budget Impact?	Legislation Required?	Notes
2	Completed	Implement Electronic Funds Transfer payments. Clean up of provider files completed by 8/11. Payment testing 8/12. Estimated time to implement payment changes 7/13. *NOTE: We are piggy-backing with State Fund. These dates are State Fund's projected dates. Verified completed 5/10/13	L&I	done	Yes	No	No	Provider electronic payment went live in the spring of 2014.
2	Completed	Complete Memorandum of Understanding and data sharing agreement with DSHS. DSHS contract office completed language of the Data Sharing Agreement and was signed by both Agencies on 7/12/2011.	L&I and DSHS	done	Yes	No	No	Agreement is in place
2	Completed	Following technology programming by DSHS, implement data sharing agreement Programming completed 8/30/2011. Data Sharing implemented/completed 9/30/2011. Verified completed 5/10/13	L&I and DSHS	done	Yes	No	No	L&I: Programming at DSHS is about 60% complete. They have assured us that it would be ready to go into production by the time the data sharing agreement is signed. Implementation completed 9/2011 Data sharing is in use and assisting the Crime Victims Compensation (CVC) Program to ensure there is no duplication of benefits. DSHS: Programming completed 8/30/2011. Data Sharing implemented/completed

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								9/30/2011. Verified completed 5/10/13
2	Completed	Select technology solution to replace current paper file storage Agency Enterprise Architecture Office's recommended solution approved 2/2012. Program live 6/17/13.	L&I	done	No	Yes	No	Program is now in the file migration and destruction process. All files are being migrated into the "IDM". The program has completed over 18,150 file migration and destruction and anticipates removing approximately 5000 boxes of stored files from the state archives by 2015/2016.
3/4	Completed	Coordinate the release and due dates for both DSHS and Commerce grant/contract renewal applications	DSHS and Commerce	Spring 2012	Yes	No	No	Commerce: Completed 2/12

DSHS: Completed February 2012. DSHS and Commerce coordinated, and will continue to coordinate, the release dates of their various applications for grants/contracts |
| 3/4 | Completed | Review on-site contract monitoring schedules to minimize multiple site visits to the same program | DSHS and Commerce | Spring 2012 | Yes | No | No | Commerce: Completed 9/11 Staff representatives of both DSHS and Commerce's OCVA have been sharing site visit plans and schedules since last summer. OCVA shares risk assessments with DSHS.

DSHS: Completed September 2011. DSHS and Commerce work with contractors to ensure that both agencies do not schedule simultaneous on-site monitoring visits. |
| 3/4 | Completed | Evaluate feasibility and cost/benefit | DSHS | Spring | Yes | No | No | Commerce: Completed 5/12 |

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		of developing a single application and common steps for contractors to use	and Commerce	2012				DSHS and Commerce determined this recommendation is not feasible because of different grant/contract and service requirements, and varying periods of performance for grants/contracts. DSHS: Completed May 2012. DSHS and Commerce determined this recommendation is not feasible because of different grant/contract and service requirements, and varying periods of performance for grants/contracts.
3/4	Completed	Explore options for coordinating grant monitoring	DSHS and Commerce	Spring 2012	Yes	No	No	Commerce: Completed 5/12 DSHS and Commerce continue to consult on issues affecting shared contractors, and share copies of corrective action plans from monitoring visits. DSHS and Commerce will continue to explore ways to coordinate grant monitoring activities between agencies. DSHS: Completed May 2012. DSHS and Commerce continue to consult on issues affecting shared contractors, and share copies of corrective action plans from monitoring visits. DSHS and Commerce will continue to explore

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								ways to coordinate grant monitoring activities between agencies