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# **Work Plan Part VI: Human Services Reviews**

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## Table of Contents

<b>Administration on Aging.....</b>	<b>1</b>
Performance Data for the Senior Medicare Patrol Projects .....	1
<b>Administration for Children and Families.....</b>	<b>1</b>
Oversight of System Design of Statewide Automated Child Welfare Information Systems.....	1
Adoption Assistance Subsidies.....	2
Foster Care and Adoption Assistance Training Costs and Administrative Costs .....	2
Administrative Costs Charged to the Foster Care Program by One County Probation Department .....	2
Training Costs Charged to the Foster Care Program by one County Probation Department.....	2
Foster Care Per Diem Rates.....	3
Costs Billed by Child-Placing Agencies.....	3
Group Home and Foster Family Agency Rate Classification .....	3
Foster Care Claims for the Placement of Delinquent Children .....	4
Foster Care Preplacement Candidacy Costs .....	4
Foster Children Over 19 Years Old .....	4
Foster Care Program Collection and Reporting of Child Support Payments.....	4
Monitoring the Health and Safety of Foster Children .....	5
Licensing Standards and Health and Safety Monitoring at Child Care Facilities.....	5
Interest Earned on Child Support Enforcement Funds .....	5
Increasing Child Support Collections .....	6
Investigations Under the Child Support Enforcement Task Force Model.....	6
Head Start Grantees' Progress Toward Meeting New Teacher Credentialing Requirements.....	6
TANF Recipient Social Security Numbers .....	6
Use of Smart Card Technology to Reduce TANF Payment Errors .....	7
ACF Oversight of TANF Work Participation and Verification Requirements.....	7
Services for Recently Arrived Refugees.....	7

Note: selected acronyms and abbreviations of terms, titles, organizations, and laws used in the Work Plan are spelled out in Appendix B.

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# Human Services Programs

Several Department of Health & Human Services (HHS) agencies support human services to assist vulnerable individuals of all ages, including the Administration on Aging (AoA), which supports programs that provide services such as meals, transportation, and caregiver support to older Americans at home and in the community through the nationwide network of services for the aging; and the Administration for Children & Families (ACF), which operates over 30 programs that promote the economic and social well-being of children, families, and communities, including Temporary Assistance for Needy Families (TANF); the national child support enforcement (CSE) system; the Head Start program for preschool children; and assistance for child care, foster care, and adoption services.

OIG's work in progress and planned new start for fiscal year (FY) 2011 follow.

## Administration on Aging

### Performance Data for the Senior Medicare Patrol Projects

We will review Medicare and Medicaid monetary recoveries attributable to the Senior Medicare Patrol Projects. This information will support AoA's efforts to evaluate and improve the performance of the projects. Beginning in 1997, pursuant to congressional recommendations in a report accompanying the Omnibus Consolidated Appropriations Act of 1997 (OCAA), AoA established demonstration projects that recruit retired professionals to serve as educators and counselors to help beneficiaries detect fraud, waste, and abuse in the Medicare and Medicaid programs. We will review documentation for actual amounts attributable to the projects that were recovered for the Medicare and Medicaid programs, beneficiaries, and providers.

*(OEI; 00-00-00000; expected issue date: FY 2011; new start)*

## Administration for Children and Families

### Oversight of System Design of Statewide Automated Child Welfare Information Systems

We will review ACF's oversight of and guidance and assistance to States directed to ensuring that States' new Statewide Automated Child Welfare Information System (SACWIS) initiatives are appropriately focused and successfully implemented with risks minimized. The Code of Federal Regulations (CFR) at 45 CFR § 95.621 requires that ACF continually review, assess, and inspect the planning, design, and operation of SACWIS systems to determine how such systems meet the requirements imposed by law, regulations, and guidelines. Pursuant to 45 CFR § 1355.52, States may receive 50-percent Federal Financial Participation (FFP) for the costs of

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planning, design, development, and installation of a statewide child welfare information system. We will determine whether the costs claimed by States for the systems are allowable. (OAS; W-00-11-25040; *expected issue date: FY 2011; new start*)

### **Adoption Assistance Subsidies**

We will review States' claims for Federal reimbursement of adoption assistance subsidies to determine compliance with eligibility requirements. Adoption assistance eligibility requirements were established by the Social Security Act, §§ 473(a) and 473(c). Federal subsidy payments are provided to families to ensure that they have the necessary services and financial resources to meet the special needs of some adopted children. A previous Office of Inspector General (OIG) review of one State's adoption assistance subsidies found payments to families that did not meet eligibility requirements.

(OAS; W-00-09-24009; W-00-10-24009; W-00-11-24009; *expected issued date: FY 2011; work in progress and new start*)

### **Foster Care and Adoption Assistance Training Costs and Administrative Costs**

We will review foster care and adoption assistance training costs and other administrative costs claimed under Title IV-E of the Social Security Act. The Social Security Act, §§ 474(a)(3)(A) – (B) and 474(a)(3)(E), provides for Federal reimbursement of training and administrative costs, respectively. Title IV-E training costs and other administrative costs have increased dramatically in relation to maintenance payments in recent years. Prior OIG reviews in three States found that unallowable costs were claimed, costs were improperly allocated, and/or costs were otherwise unsupported. We will determine whether current and retroactive claims were allowable and reasonable and were supported in accordance with laws and regulations and States' cost allocation plans.

(OAS; W-00-08-24002; W-00-11-24100; *various reviews; expected issue date: FY 2011; work in progress and new start*)

### **Administrative Costs Charged to the Foster Care Program by One County Probation Department**

We will review one State's county probation department's claims for Title IV-E administrative costs charged to the Foster Care program. Federal regulations at 45 CFR § 1356.60(c)(2) list the costs that are necessary for the administration of the Foster Care program, and therefore allowable. A prior OIG review disclosed instances in which a county probation department charged administrative costs to the Foster Care program for activities that were not listed in the Federal regulation or closely related to those listed in Federal regulations.

(OAS; W-00-11-24120; *expected issue date: FY 2011; new start*)

### **Training Costs Charged to the Foster Care Program by one County Probation Department**

We will review one State's county probation department's claims for Title IV-E training costs charged to the Foster Care Program. Federal regulations at 45 CFR § 1356.60(b)(1) provide that

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Federal financial participation is available at the enhanced rate of 75 percent for the costs of (1) training personnel employed or preparing for employment by the State or local agency administering the State's foster care training plan and (2) providing short-term training to current or prospective foster or adoptive parents, as well as personnel of childcare institutions. (OAS; W-00-11-24121; expected issue date: FY 2011; new start)

### **Foster Care Per Diem Rates**

We will review foster care maintenance payments claimed under Title IV-E of the Social Security Act. The Social Security Act, § 475(4)(A), defines "foster care maintenance payments" as payments to cover the cost of food, clothing, shelter, daily supervision, school supplies, a child's personal incidentals, liability insurance with respect to a child, and reasonable travel to the child's home for visitation. A prior OIG review found that some services included in per diem rates were not eligible for Title IV-E foster care maintenance payments. We will determine whether State agencies claimed Title IV-E maintenance and associated administrative costs in accordance with Federal requirements.

(OAS; W-00-11-24101; expected issue date: FY 2011; new start)

### **Costs Billed by Child-Placing Agencies**

We will review child-placing agencies' maintenance payments and administrative costs claimed under Title IV-E of the Social Security Act. The Social Security Act, § 475(4)(A), provides foster care maintenance payments that cover a child's basic needs, such as food, clothing, shelter, and personal incidentals. In the case of institutional care, maintenance costs also include the costs of administration and operation of the institution. Preliminary work in one State showed that even though the administrative costs for child-placing agencies were included in the maintenance payments, the costs were also being billed to the State as additional administrative costs. We will determine whether and to what extent States have received duplicate reimbursement for the administrative costs of child-placing agencies.

(OAS; W-00-10-24110; expected issue date: FY 2011; new start)

### **Group Home and Foster Family Agency Rate Classification**

We will review one State's foster care payment rates made for group homes and/or foster family agency treatment programs. Federal regulations at 45 CFR §§ 1356.60(a)(1)(i) and 1356.71(d)(2) provide that FFP is available for allowable costs of foster care maintenance payments and that States must review the amount of the payments to ensure the continued appropriateness of the amounts. The auditee State requires that rates be established by classifying each group home program and applying the standardized schedule of rates. The foster care payment amount correlates with the rate classification level. Payments are initially established at a provisional rate; the State subsequently conducts audits to establish the actual rate classification level. We will determine whether foster care payment rates made for group homes and/or foster family agency treatment programs in the State were accurate.

(OAS; W-00-11-24111; expected issue date: FY 2011; new start)

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### **Foster Care Claims for the Placement of Delinquent Children**

We will review foster care maintenance costs claimed by several States under Title IV-E of the Social Security Act for the placement of delinquent children. Pursuant to the Social Security Act, § 475(4)(A), maintenance costs include room and board payments to licensed foster parents, group homes, and residential child care facilities for children who meet Title IV-E program requirements. A prior OIG review found that claims were submitted for ineligible children, some services were not provided, and some services were ineligible. We will determine whether foster care maintenance costs under Title IV-E for the placement of delinquent children were claimed in compliance with applicable Federal requirements.

*(OAS; W-00-08-25023; W-00-11-25023; various reviews; expected issue date: FY 2011; work in progress and new start)*

### **Foster Care Preplacement Candidacy Costs**

We will review State claims for foster care candidate costs. The Social Security Act, § 472(i)(2), allows States to claim administrative costs for allowable preplacement activities on behalf of foster care candidates. A candidate for foster care is a child who is at imminent risk of removal from his/her home. In accordance with regulations at 45 CFR § 1356.60(c)(2), administrative costs cover staff members' activities, such as case management and supervision of children placed in foster care and children considered to be candidates under Title IV-E of the Social Security Act. In several States, we will determine whether costs for candidates were properly claimed.

*(OAS; W-00-11-24112; expected issue date: FY 2011; new start)*

### **Foster Children Over 19 Years Old**

We will review foster care maintenance payments made on behalf of children age 19 and over. Children age 19 and over are ineligible for foster care maintenance payments. The Social Security Act, § 472, limits Title IV-E eligibility to children under age 18 or over age 18 but under age 19 if they are full-time students (Title IV-A State plan option). The Adoption and Foster Care Analysis and Reporting System database, maintained by ACF, listed more than 9,900 of 513,000 children who were 19 years old or over as of September 30, 2005. We will determine whether foster care maintenance payments were made on behalf of children over the age of 19.

*(OAS; W-00-11-24113; various reviews; expected issue date: FY 2011; new start)*

### **Foster Care Program Collection and Reporting of Child Support Payments**

We will review and reconcile States' records of children in foster care with corresponding States' collections of child support. Federal regulations at 45 CFR 302.52 require that States' collections of child support payments for children in foster care be used to offset Foster Care program costs instead of being sent to individuals who no longer have custody of the children. To facilitate offsets, Foster Care program agencies are required to report identifying information for children in foster care to States' CSE agencies. We will determine the extent to which

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prompt and accurate reporting takes place, reconcile the reports with corresponding offsets, and identify the causes of any discrepancies.

*(OAS; W-00-11-25041; expected issue date: FY 2011; new start)*

### **Monitoring the Health and Safety of Foster Children**

We will review foster children's case files in a State to determine whether county social workers are monitoring foster care placements to ensure the health and safety of children. Pursuant to the Social Security Act, § 471(a)(16), a State must have a plan approved by the Secretary that provides for the development of a case plan for each child receiving foster care maintenance payments and provides for a case review system. The Social Security Act, § 475(5)(B), defines "case review system" as a procedure for assuring that the status of each child is reviewed periodically, but no less frequently than one every 6 months either by a court or by an administrative review.

*(OAS; W-00-11-24122; expected issue date: FY 2011; new start)*

### **Licensing Standards and Health and Safety Monitoring at Child Care Facilities**

We will review licensing, health, and safety standards at selected child care facilities that received Federal Head Start funding and/or Federal funding from the Child Care and Development Fund (CCDF). Federal regulations for the CCDF at 45 CFR § 98.15(b)(4)-(6) require States to certify that they have licensing and health and safety requirements applicable to child care services pursuant to 45 CFR §§ 98.40 and 98.41. A previous OIG review of one Head Start grantee that also provided CCDF day care services found several instances in which child care facilities did not comply with the applicable health and safety requirements. Federal Head Start performance standards at 45 CFR pt. 1304 and pt. 1306 require that Head Start facilities comply with State and local child care licensing requirements. If States do not have licensing requirements or the States' requirements are less stringent than Federal standards, the facilities must comply with the Head Start health and safety requirements regulations at 45 CFR § 1304.53(a). We will determine the extent to which Head Start grantees and States have demonstrated that child care facilities receiving Federal funds have complied with applicable requirements. We will also assess ACF oversight of States' licensing, health, and safety requirements for CCDF-funded child care facilities.

*(OAS; W-00-11-22005; various reviews; expected issue date: FY 2011; new start.*

*OEI; 07-10-00230; expected issue date: FY 2011; work in progress)*

### **Interest Earned on Child Support Enforcement Funds**

We will review interest earned by local government entities that receive CSE funds. Regulations at 45 CFR § 92.21(i) provide that interest earned on advances, except for interest earned on advances of funds exempt under the Intergovernmental Cooperation Act of 1968, must be remitted to the Federal Government at least quarterly. A prior OIG review found that Federal funds that a county received for administering the CSE program were commingled with other county funds and that the interest earned on the commingled funds was considered general-purpose revenue and used to support countywide operations. We will determine

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whether the Federal Government received credit for the income received on invested funds and whether Federal program funds were drawn down and disbursed before the funds were needed.

*(OAS; W-00-11-20031; expected issue date: FY 2011; new start)*

### **Increasing Child Support Collections**

We will review States' procedures for collecting child support from self-employed noncustodial parents. A prior review in one State disclosed that the State increased child support collection by more than \$1 million as a result of enacting legislation to identify earnings from self-employed noncustodial parents. We will determine the adequacy of procedures for and extent of increases in child support collections by States that have implemented the necessary legislation to identify earnings and collect child support from self-employed individuals whose families are receiving TANF.

*(OAS; W-00-11-20032; expected issue date: FY 2011; new start)*

### **Investigations Under the Child Support Enforcement Task Force Model**

Project Save Our Children seeks to identify, investigate, and prosecute individuals who fail to meet their court-ordered support obligations. The project brings together OIG, the U.S. Marshals Service, Departments of Justice (DOJ), State (DOS) and local law enforcement, local prosecutors, State child-support agencies, and others to enforce Federal and State criminal child-support statutes. In FY 2011, we plan to continue to encourage and coordinate enforcement efforts in States, particularly in States that have not pursued prosecutions of nonsupport cases.

### **Head Start Grantees' Progress Toward Meeting New Teacher Credentialing Requirements**

We will review the progress that Head Start grantees have made toward meeting new teacher credentialing requirements. The Improving Head Start for School Readiness Act of 2007 (Head Start Act) established new requirements for Head Start teaching credentials that take effect in 2010, 2011, and 2013. Some requirements pertain to grantees while others pertain to the program as a whole. We will also describe Head Start's strategies for hiring and retaining qualified classroom teachers, and assess ACF's actions to ensure that grantees meet the teacher credentialing requirements.

*(OEI; 05-10-00240; expected issue date: FY 2011; work in progress)*

### **TANF Recipient Social Security Numbers**

We will determine whether a State agency's TANF records contain valid social security numbers (SSN), and whether the State agency verified the SSNs with the Social Security Administration. The Federal regulation at 45 CFR § 205.52 requires that applicants and recipients of certain programs, including TANF, provide their SSNs to State agencies as a condition of eligibility for the program, and that State agencies submit the SSNs to the Social

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Security Administration for verification.

*(OAS; W-00-11-25050; expected issue date: FY 2011; new start)*

### **Use of Smart Card Technology to Reduce TANF Payment Errors**

We will determine whether States have adopted or are contemplating adoption of Smart Card technology in their TANF programs. Smart cards can validate the identity of TANF recipients and ensure that payments are allowed only for authorized items. This technology could greatly reduce fraud and abuse in the TANF program. We will survey a number of States to quantify the impact of using the technology.

*(OAS; W-00-11-25051; expected issue date: FY 2011; new start)*

### **ACF Oversight of TANF Work Participation and Verification Requirements**

We will review ACF oversight of States' compliance with TANF program work participation verification requirements. TANF provides assistance and work opportunities to needy families by granting States Federal funds and wide flexibility to develop and implement their own welfare programs. Regulations implementing the TANF program are at 45 CFR pts. 261-265. The regulations include, among other things, the requirement that States ensure that 50 percent of all families and 90 percent of two-parent families are working and that States report and verify work activities. We will also describe the types of procedures States have established in Work Verification Plans.

*(OEI; 00-00-00000; expected issue date: FY 2012; new start)*

### **Services for Recently Arrived Refugees**

We will review grantee compliance with terms and conditions for grants and contracts awarded under the Refugee Act of 1980, § 412(c), which allows the Director of Refugee Resettlement to make grants to and enter into contracts with, public or private nonprofit agencies for projects designed to assist refugees in obtaining the skills necessary for economic self-sufficiency; to provide training in English where necessary; and to provide health, social, educational, and other services. We will determine whether agencies have met the terms and conditions of such grants and contracts.

*(OAS; W-00-11-25042; expected issue date: FY 2011; new start)*