

# Part VI

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## Part VI Human Services Reviews

### Human Services Agencies

The principal Department of Health and Human Services (HHS) agencies that administer human services programs are the:

- Administration for Community Living (ACL), which includes the Administration on Aging (AoA) that provides 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
- Administration for Children and Families (ACF) that 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.

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#### Acronyms and Abbreviations for Selected Terms Used in Part VI:

ACF—Administration for Children and Families  
AoA—Administration on Aging  
CCDF—Child Care and Development Fund

CSE—child support enforcement  
LIHEAP—Low Income Home Energy Assistance Program  
TANF—Temporary Assistance for Needy Families [program]

Descriptions of the Office of Inspector General's (OIG) human services work in progress and planned new starts for fiscal year (FY) 2012 follow.

### Administration for Community Living

#### **AoA—Senior Medicare Patrol Projects Performance Data**

We will review Medicare and Medicaid monetary recoveries attributable to the Administration on Aging (AoA) Senior Medicare Patrol projects, including documentation supporting amounts recovered for the Medicare and Medicaid programs, beneficiaries, and providers. This information will support AoA's efforts to evaluate and improve the performance of the projects. In 1997, 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. The initiative stemmed from recommendations in a congressional committee report accompanying the Omnibus Consolidated Appropriations Act of 1997. (OEI; 00-00-00000; expected issue date: FY 2013; new start)

### **AoA—State Long-Term-Care Ombudsman Programs’ Efforts To Identify, Investigate, and Resolve Elder Abuse Cases**

We will determine whether ombudsmen follow statutory requirements to identify, investigate, and resolve elder abuse cases. (42 U.S.C. § 3058g(a)(3)(A).) We will also assess AoA’s oversight of the ombudsman programs. Ombudsman responsibilities include identifying, investigating, and resolving cases made by or on behalf of residents in long-term-care facilities, including cases involving elder abuse. (42 U.S.C. § 3058g(a)(3)(A).) AoA’s data on elder abuse show significant variation between State Long-Term-Care Ombudsman programs. AoA administers the State Long-Term-Care Ombudsman programs pursuant to 42 U.S.C. § 3058g, as set forth by the Older Americans Act Amendments of 2000, § 704. (OEI; 00-00-00000; expected issue date: FY 2014; new start)

## **Administration for Children and Families**

### **Child Care and Development Fund—Monitoring of Licensing and Health and Safety Requirements for Childcare Providers**

We will describe childcare-licensing and health and safety requirements for each State, States’ monitoring of providers’ compliance in each State, and the Administration for Children and Families’ (ACF) monitoring of licensing and health and safety requirements for each State. Also, we will review outcomes in selected States in more detail (i.e., deficiencies, complaints, and safety issues). A previous OIG review of one Head Start grantee that also provided Child Care and Development Fund (CCDF) daycare services found several instances in which childcare facilities did not comply with health and safety requirements. Federal Head Start performance standards require that Head Start facilities comply with State and local childcare-licensing requirements. (45 CFR pt. 1304 and pt. 1306.) If States do not have licensing requirements or the States’ requirements are less stringent than Federal standards, the facilities must comply with Head Start health and safety requirements in regulations at 45 CFR § 1304.53(a). Federal regulations for CCDF require States to certify that they have licensing and health and safety requirements applicable to childcare services pursuant to 45 CFR §§ 98.40 and 98.41. (45 CFR § 98.15(b)(4)-(6).) (OEI; 07-10-00230; expected issue date: FY 2013; work in progress)

### **Child Care Development Fund—Licensing, Health, and Safety Standards at Federally Funded Facilities (New)**

We will review licensing, health, and safety standards at childcare facilities that received Federal funding from CCDF to determine the extent to which the facilities have complied with applicable State and Federal requirements. We will also assess ACF’s oversight of States’ licensing, health, and safety requirements for CCDF-funded childcare facilities. Federal regulations for the CCDF require States to certify that they have licensing and health and safety requirements applicable to childcare services pursuant to 45 CFR §§ 98.15, 98.40 and 98.41. (OAS; W-00-12-25052; W-00-13-25052; various reviews; expected issue date: FY 2013; work in progress and new start)

**Child Care Development Fund—Direct Services (New)**

We will review States' CCDF programs, which are developed based on the approved CCDF State plan and State regulations, to determine the extent to which States have established controls for determining eligibility of the family to receive services, regulating and monitoring the childcare providers, and ensuring proper payment for services. We will also review the extent to which States complied with Federal regulations (45 CFR Part 98) when developing their CCDF programs. Pursuant to the Child Care and Development Block Grant Act of 1990 and the Social Security Act, § 418, the CCDF assists low-income families, families receiving temporary public assistance, and families transitioning from public assistance in obtaining childcare so that family members can work or attend training or education. (OAS; W-00-12-25053; W-00-13-25053; various reviews; expected issue date: FY 2013; work in progress and new start)

**Child Care Development Fund—Targeted Funds (New)**

We will review CCDF targeted funds to determine the extent to which States comply with Federal regulations (45 CFR 98.60(d)) in the expenditure of those funds. The targeted funds are authorized in the Child Care and Development Block Grant Act, § 658B, and in annual appropriations. These activities are 100 percent federally funded. (OAS; W-00-12-25054; W-00-13-25054; various reviews; expected issue date: FY 2013; work in progress and new start)

**Adoption Assistance Subsidies**

We will review States' claims for Federal reimbursement of adoption assistance subsidies to determine compliance with eligibility requirements. A previous OIG review of one State's adoption assistance subsidies found payments to families that did not meet 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. (OAS; W-00-13-24009; expected issued date: FY 2013; new start)

**Head Start—Reviews at Selected Grantees (New)**

At ACF's request, we will review four Head Start agencies that have used the services of the same public accounting firm over the past 13 years. The accounting firm has developed a pattern of producing audit reports with no audit findings in the last 13 years even though significant items are discussed in the management letter for each these Head Start grantees. In 2008, the accounting firm began working with three other Georgia Head Start grantees, bringing the total to seven grantees using the firm's auditing services. Our review will determine whether costs claimed by the grantees were allowable under the terms of the grants and applicable Federal regulations. (OAS; W-00-13-25060; various reviews; expected issue date: FYs 2013 and 2014; new start)

### **Foster Care—State Oversight and Coordination of Health Services for Children in Foster Care (New)**

We will determine the extent to which States provide oversight and coordination of health services for children in foster care, as required. The Fostering Connections to Success and Increasing Adoptions Act of 2008 requires each State to develop a plan for ongoing oversight and coordination of health care services for children in foster care. States' plans must include certain elements, such as a schedule for initial and followup health screening and oversight of prescription medicines. (OEI; 00-00-00000; expected issue date: FY 2014; 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 to determine whether current and retroactive claims were allowable and reasonable and were supported in accordance with laws and regulations and States' cost allocation plans. 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. (Social Security Act, §§ 474(a)(3)(A) – (B) and 474(a)(3)(E).) (OAS; W-00-12-24100; W-00-13-24100; various reviews; expected issue date: FY 2013; work in progress and new start)

### **Foster Care—Per Diem Rates**

We will determine whether State agencies claimed foster care maintenance payments and administrative costs under Title IV-E of the Social Security Act in accordance with Federal requirements. A prior OIG review found that some services included in per diem rates were not eligible for Title IV-E foster care maintenance payments. Federal law 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. (Social Security Act, § 475(4)(A).) (OAS; W-00-13-24101; expected issue date: FY 2013; new start)

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

We will review one State's foster care payment rates for group homes and/or foster family agency treatment programs to determine whether the rates were accurate. Federal regulations provide that Federal financial participation 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. (45 CFR §§ 1356.60(a)(1)(i) and 1356.71(d)(2).) 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. (OAS; W-00-13-24111; expected issue date: FY 2013; new start)

**TANF—Oversight of Work Participation and Verification Requirements**

We will review ACF oversight of States' compliance with requirements for verifying TANF program work participation. We will also assess ACF oversight of tribes' compliance with Tribal Family Assistance Plan requirements under TANF. 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 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. (45 CFR pts. 261-265.) (OEI; 09-11-00490; 09-11-00491; expected issue date: FY 2013; work in progress)

**Refugee Resettlement—Services for Recently Arrived Refugees**

We will determine whether grantees have met the terms and conditions of grants and contracts. Federal law 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. (The Refugee Act of 1980, § 412(c).) (OAS; W-00-13-25042; expected issue date: FY 2013; new start)

**Community Action Agencies—Pension Costs Claimed on HHS-Funded Programs**

We will determine whether costs for retirement benefits for Community Action Agency employees have been appropriately charged to ACF-sponsored grants. We will also determine whether retirement benefit costs claimed are reasonable and allowable and comply with Federal requirements. (2 CFR § 225 (applicable to State and local governments) and 2 CFR § 230 (applicable to nonprofit organizations).) (OAS; W-00-13-28020; expected issue date: FY 2013; new start)

**Low-Income Home Energy Assistance Program (New)**

We will review States' controls for assessing and monitoring the Low-Income Home Energy Assistance Program (LIHEAP) funds provided to community action agencies (CAA). We will also review CAAs to assess whether LIHEAP funds are being used in accordance with Federal requirements. States are required to establish appropriate systems and procedures to prevent, detect, and correct waste, fraud, and abuse in activities funded under LIHEAP. (45 CFR 96.84(c).) Such systems and procedures are to address possible waste, fraud and abuse by clients, vendors, and administering agencies. (OAS; W-00-13-25061; expected issue date: FY 2013; new start)

**Low-Income Home Energy Assistance Program—Duplicate Payments**

We will examine the extent to which LIHEAP grantees made duplicate payments or payments that exceeded benefit thresholds. We will also review ACF's oversight of LIHEAP grantees. LIHEAP provides States, territories, and tribal organizations with funding to assist low-income households in meeting their immediate home energy needs. On September 30, 2008, Federal law appropriated \$5.1 billion to LIHEAP. (The Consolidated Appropriations Act for FY 2009, § 155, appropriated the amount under the Consolidated Security, Disaster Assistance, and Continuing Appropriations Act of 2009.) Program

requirements codified in the statute include the purpose of LIHEAP funds, eligibility criteria, and annual application requirements. (42 U.S.C. §§ 8621 et seq.) (OEI; 00-00-00000; expected issue date: FY 2014; new start)

### **Child Support Enforcement—State and Local Protection of Child-Support Information (New)**

We will determine whether selected State and local child-support enforcement programs complied with Federal regulations to protect child-support information. We will also determine the extent to which State and local child support enforcement programs monitor access to data in child support enforcement systems and penalties administered as a result of unauthorized access or use. States are required to establish safeguards to prevent unauthorized access or use of child-support information in their computerized child support enforcement systems. (Social Security Act, § 454(26) and 45 CFR 307.13.) These safeguards must include developing written policies, monitoring access to the system, training employees to protect the information, and administering penalties for unauthorized access to or disclosure of child-support information. (OEI; 04-12-00050; expected issue date: FY 2013; work in progress)

### **Child Support Enforcement—Increasing Collections**

We will review States' procedures for collecting child support 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 legislation to identify earnings and collect child-support from self-employed individuals whose families are receiving TANF. A prior review in one State disclosed that the State increased child support collections by more than \$1 million as a result of enacting legislation to identify earnings from self-employed noncustodial parents. (OAS; W-00-13-20032; expected issue date: FY 2013; new start)

### **Child Support Enforcement—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. In FY 2013, we will continue to encourage and coordinate enforcement efforts in States, particularly in States that have not pursued prosecutions of nonsupport cases. The project brings together OIG, the U.S. Marshals Service, the Departments of Justice (DOJ) and State, local law enforcement agencies and prosecutors, State child-support agencies, and others to enforce Federal and State criminal child-support statutes.

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The [Work Plan](#) is one of OIG's three core publications. OIG's [Semiannual Report to Congress](#) summarizes OIG's most significant findings, recommendations, investigative outcomes, and outreach activities in 6-month increments. OIG's annual [Compendium of Unimplemented Recommendations](#) (Compendium) describes open recommendations that when implemented will save tax dollars and improve programs.