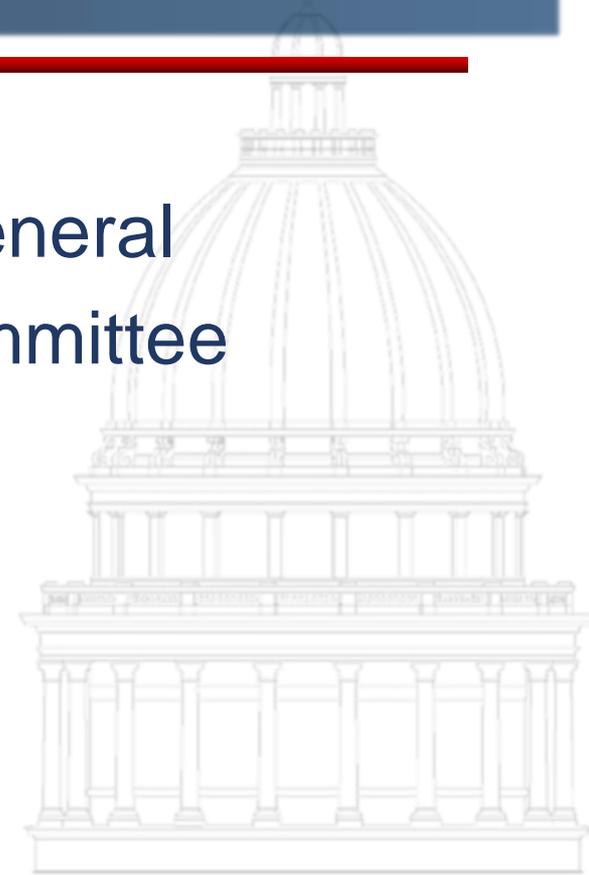


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# Performance Audit of the Division of Family Health and Preparedness

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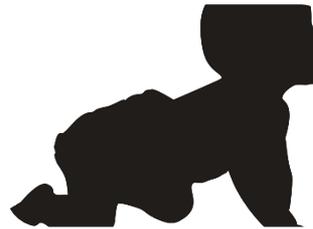
Utah Legislative Auditor General  
Report to the Audit Subcommittee  
November 14, 2017



# Chapter I: Introduction



Maternal and Child  
Health Care



Children with  
Special Health Care  
Needs



Emergency Medical  
Services and  
Preparedness



Primary Care



Health Facility  
Licensing



Child Development

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# Chapter II

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## Child Care Licensing Underutilizes Sanctions in Addressing Noncompliance



# **Clarified Policies and Consistent, Effective Sanctions Are Needed**

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**Provider confined child**

**Provider left children unsupervised three times in one year**

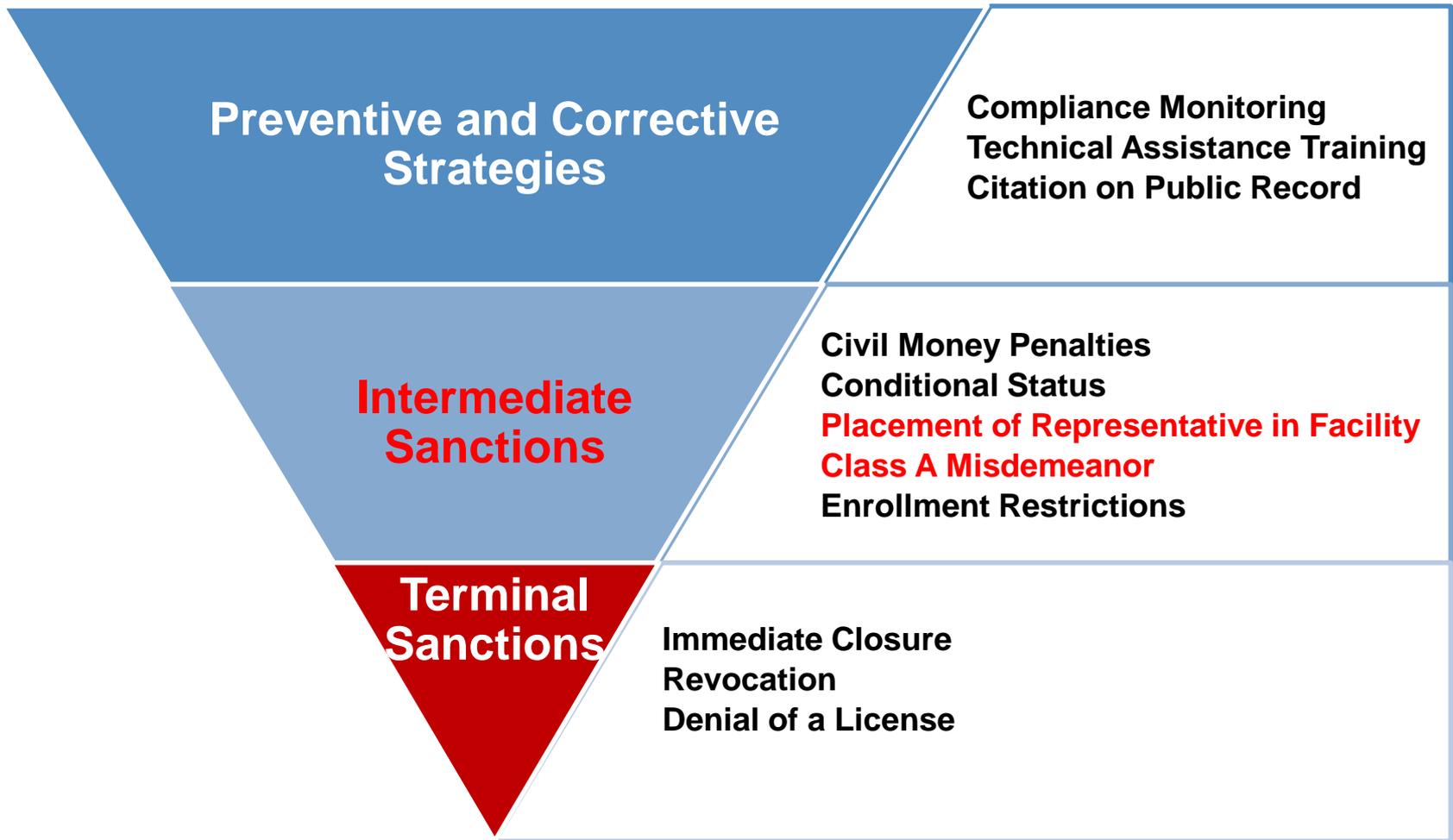
**Three unsupervised toddlers left the premises**

**Three individuals lived in providers home with no background checks for five months after initial citation.**

**Sanctions did not correct patterns of noncompliance in half of the cases we reviewed**

# Clarified Policies and Consistent, Effective Sanctions Are Needed

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# Use of Civil Money Penalties Needs Clarification

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No Penalty

# Better Policies for Appeals Process Is Needed

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# Chapter III

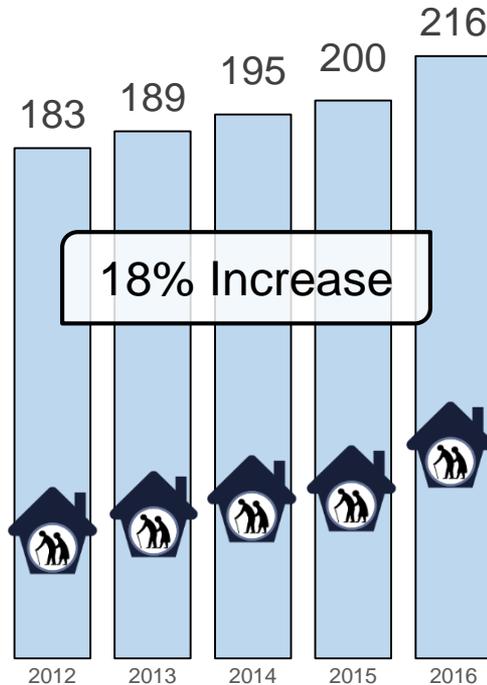
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## Infrequent Reviews, Screening Delays Expose Health Facility Residents to Risk

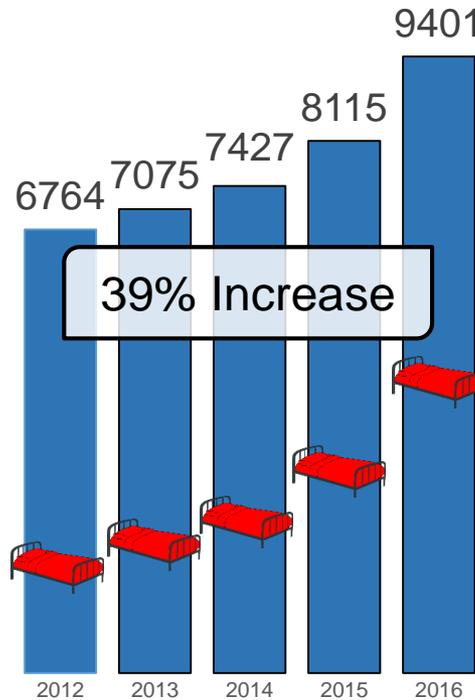


# Utah Experiencing Industry Growth, Limited Surveyors

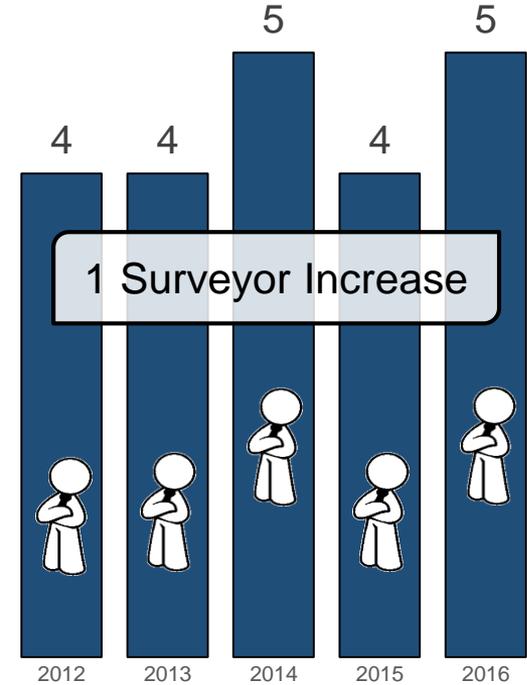
ALC Facilities



ALC Beds



HFL Surveyors



**Inspection time frames increased from 35 to 70 months**

# Utah's Growth in Time Between Inspections, Citations

	Mandated Time Frame	Inspection Frequency
Nevada	✓	 1 Year
Arizona	✓	  1-2 Years
Washington	✓	  1.5 Years
Oregon	✓	  2 Years
Idaho	✓	   1.25-3 Years
Colorado		    3-5 Years
Utah		     5+ Years

# Efficiencies, Standards & Improved Practices

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Implementing  
Efficiencies Found  
in Other Western  
States

Adopting  
Mandated Time  
Frames with  
Funding

Better Promoting  
Provider  
Accountability

# HFL Not Screening All Staff, Many Records in Queue

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## Initial Screening

Some providers not submitting staff names for clearance

Large queues of records to review creates delays in screening process

## Ongoing Screening

One year behind in reviewing criminal hits

Criminal hits are reviewed based on date, not severity of offense

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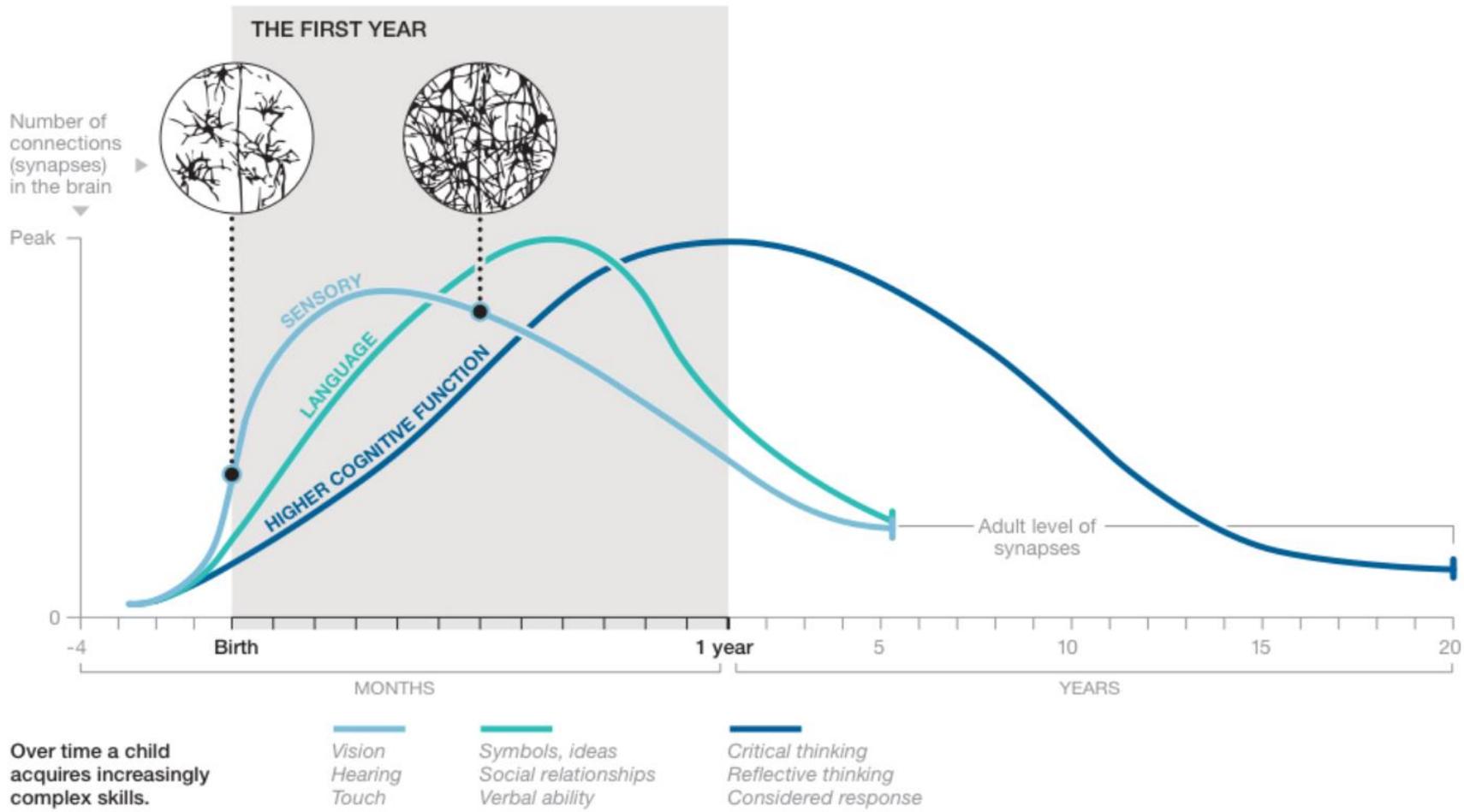
# Chapter IV

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## Improved Monitoring and Data Needed for Utah's Baby Watch Early Intervention Program



# High Quality Early Intervention Programs Are Important



GRAPHIC: LAWSON PARKER. SOURCES: CHARLES NELSON, HARVARD MEDICAL SCHOOL; PAT LEVITT, CHILDREN'S HOSPITAL, LOS ANGELES. SYNAPSE DRAWINGS BASED ON GOLGI STAIN PREPARATIONS (1939-1967) BY J. L. CONEL

# Investment in Early Intervention Shows a Return on Investment

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Reduction in Crime



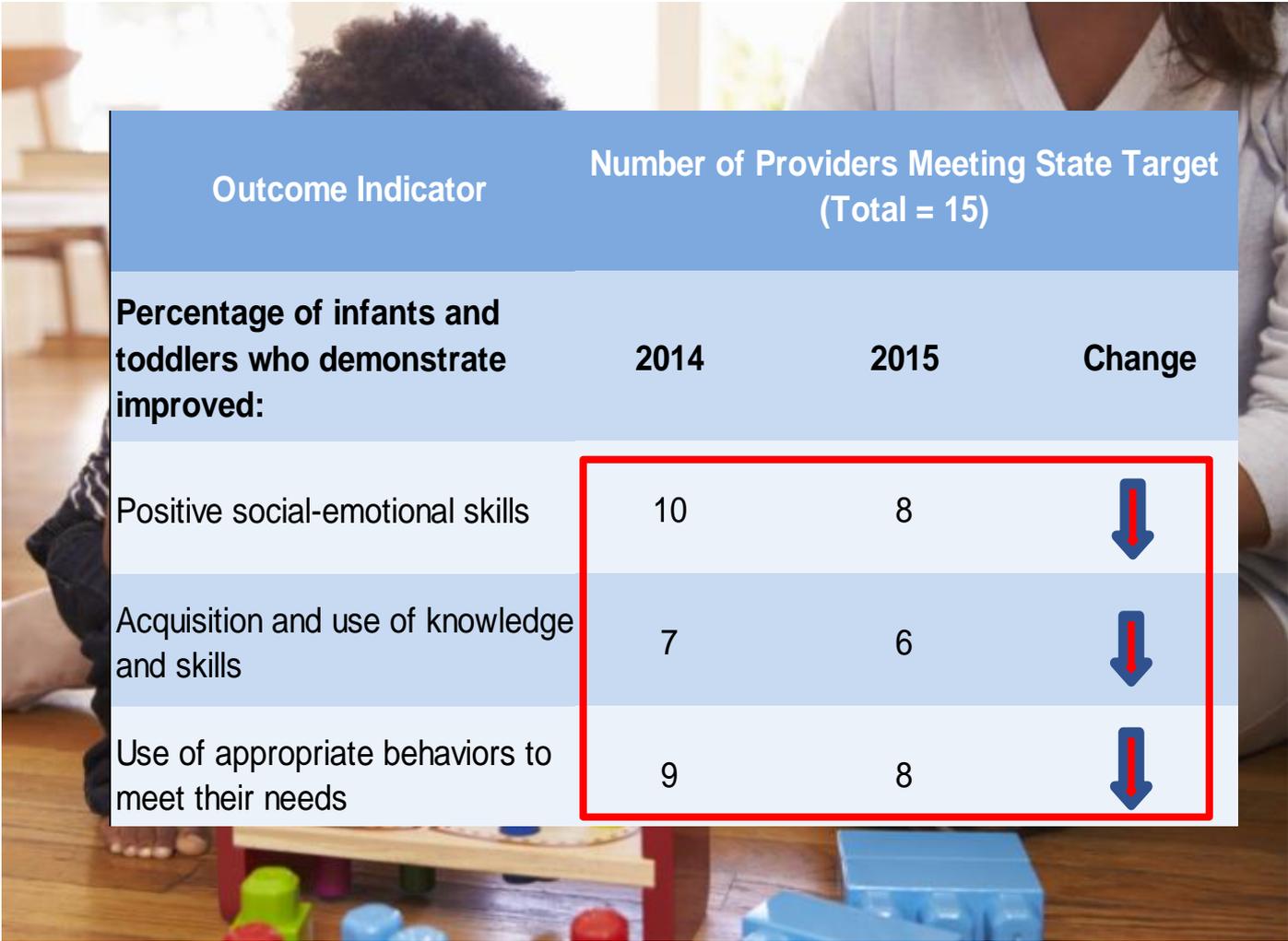
Reduction in Special Education



Reductions in Welfare

**For Every \$1 Spent  
\$4-\$9 Returned**

# On-Site Monitoring Is Not Occurring



Outcome Indicator	Number of Providers Meeting State Target (Total = 15)		
	2014	2015	Change
Percentage of infants and toddlers who demonstrate improved:			
Positive social-emotional skills	10	8	↓
Acquisition and use of knowledge and skills	7	6	↓
Use of appropriate behaviors to meet their needs	9	8	↓

# Better Cost Data Is Needed

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**Duration**



**Service Type**



**Baby Watch  
Program Costs**

# Other State Funding Sources For Early Intervention

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# Chapter V

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## Family Health and Preparedness Can Improve Performance Management



# Better Strategic Planning, Metrics are Needed

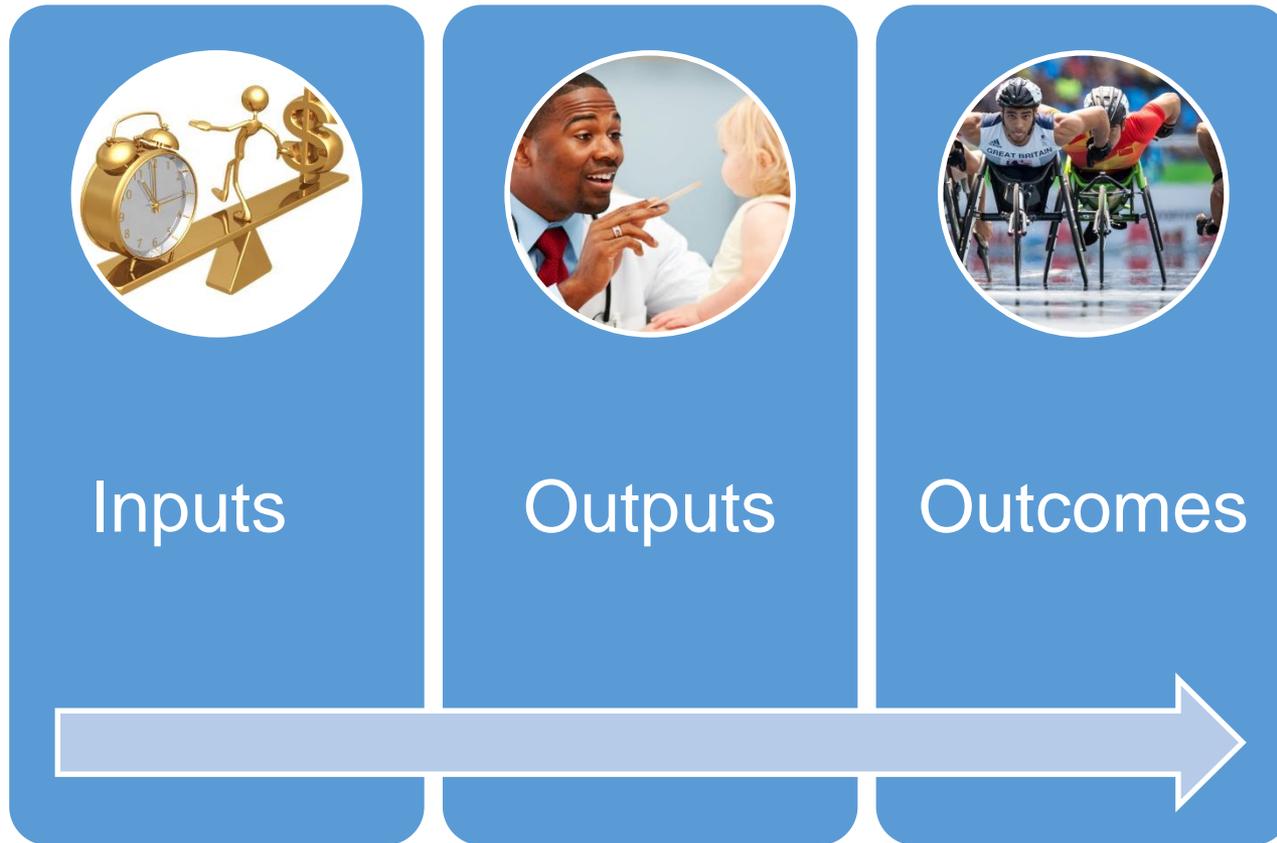
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FHP Should Integrate its Strategic Plan with the DOH's Goal:  
*"Utah's people will be the healthiest in the country."*

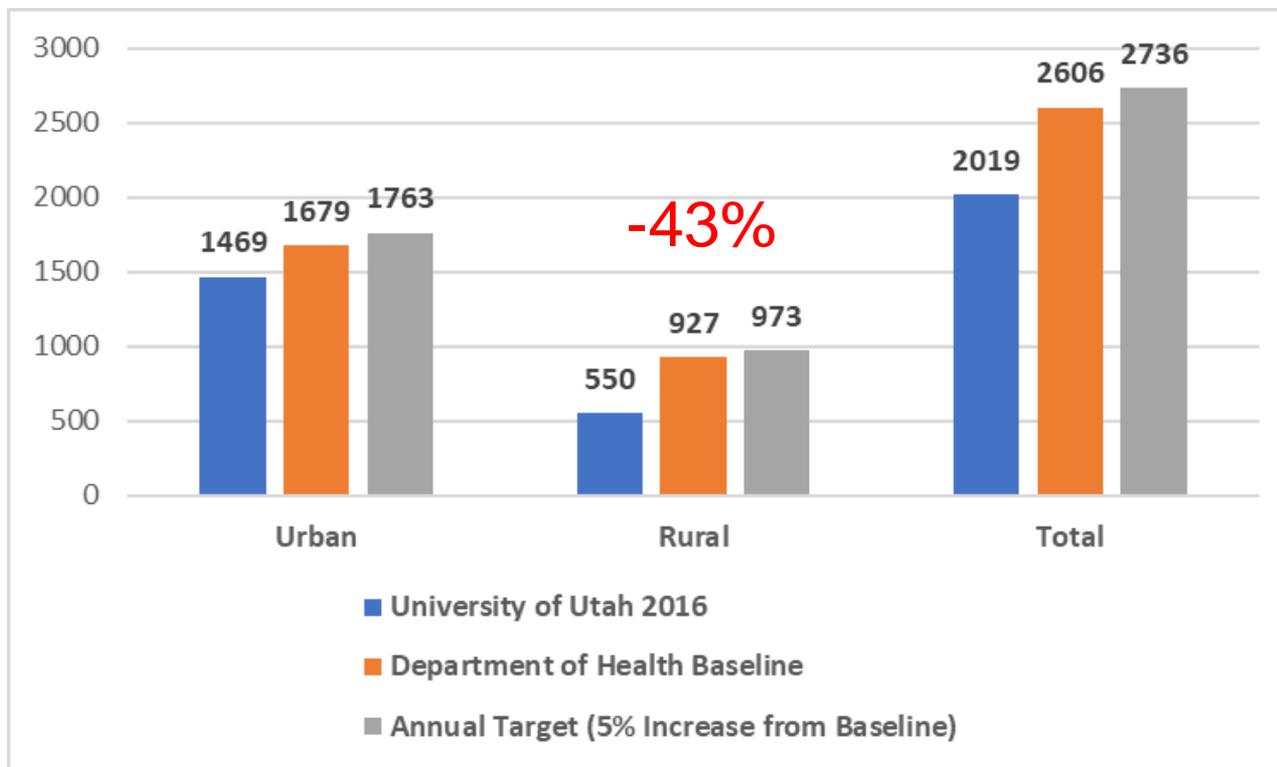
# Better Strategic Planning, Metrics are Needed

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# Poor Monitoring Led to Negative Outcomes

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- The University of Utah served fewer children than the Department of Health
- The Department of Health did not hold the University of Utah accountable
- The contract was not renewed, some children were not served

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# Performance Audit of the Division of Family Health and Preparedness

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