2.2.18.3 When, why and where do supervisors audit support services?

Audits are an important tool for a variety of reasons:

* Ensure workers are making the best possible, and equitable, decisions when issuing support services, as well as documenting the approval, issuance, and denial of support services.
  + Find areas of:
    - Improvement needed by staff, which could include under or overuse.  Improvement cannot happen if we don’t know where we excel and where we need to make some adjustments.
    - Successes and best practices achieved by staff. We should acknowledge and celebrate them. Audits are not just meant to find problems, but also to find where we do our best work. Morale is improved for everyone when we get to commend someone on a job well done!
    - Policies and procedures that are not working as intended.
* Support
  + The current expectation is 10% of the total support services issued each month.
  + All support services audits are completed in COACH.