

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

Audits are an important tool ~~for supervisors~~ for a variety of reasons:

- Ensure ~~the~~ 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 ~~can~~ celebrate them, ~~with the CSO~~. 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 services audits are randomly selected and completed monthly, for the previous month, for support services issued to WorkFirst participants. It's important to complete audits timely so any feedback given is relevant to everyone's current work and corrections can be made quickly and successes can be built upon.
 - The current expectation is 10% of the total support services issued each month.
 - All support services audits are completed in COACH.

~~2.2.18.4 When do we audit support service issuances?~~

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~~2.2.18.5 How do supervisors identify cases for support service audit?~~

~~Review all support services and gas cards issued.~~

~~For vouchers:~~

- ~~1. From the eJAS Home screen, go to Financial Reporting and select List Vouchers by Worker.~~
- ~~2. In the Worker field, enter the workers xxxx300 ID.~~
- ~~3. Click Produce Report (Note, none of the other fields will matter, the search result will not change)~~
- ~~4. eJAS will list all vouchers created by that worker.~~
- ~~5. In the "Voucher Issue Date" field at the top of the page, enter the first date of the audit month.~~

6. Copy all Client ID's for the audit month.

For Bank of America Gas Cards:

1. From the eJAS Home screen, go to Adhoc
2. In the first box, choose "By Component Case Manager" and enter the workers eJAS ID (000XXX). Click the dropdown box next to "Open cases" and choose "Open Adult Recipients"
3. In the third box, select "View notes", "With", "Negotiable", "Any Issue" and enter the beginning of the audit month in the "Since" box
4. At the bottom of the page, click "Submit Request"
5. Choose to either "Print", "Email", or "Submit Request" to view all cases.

Total up the vouchers and gas cards and choose 10% of the cases to audit.

2.2.18.6 How do I conduct the support services audit?

Use the issuances collected in the previous chapter and go to the WorkFirst Support Services Review tool. On a second screen, or separate window, open eJAS and go to the Narrative about the support service that you are auditing. Click "⊕ new item" to start:

- All fields with a red * are required to be filled. Fill every box above the first item.
- There are calendar boxes to simplify entering dates and address books to enter the names in the name boxes. The name boxes will validate the name against the names in the Active Directory. To make it easier, it is suggested to use the address book icons. For CSO, enter the CSO number.
- Use the following guide to assist in completing the rest of the audit:
 1. Did the worker document that the support service was needed and/or requested by the participant?
 - a. Select Yes/No.
 2. Did the documentation indicate the support service was issued to assist the client in attending WorkFirst Orientation, WorkFirst Activities, or emergency situations?
 - . Select Yes/No.
 3. Was the support service similar to another support issued by a partner, around the same time?
 - . Select Yes/No. Note: This only applies to partners who have access to eJAS (Commerce, ESD, ORIA, SBCTC).
 4. Did the worker document what resources the participant has available to cover the expense?
 - . Select Yes/No. Note: If Yes or N/A are selected, 4a will not be selectable.
 - i. Select whether the case notes were either unclear, or omitted the information.
 5. Did the worker document how much of their own resources they reserved to cover their ongoing needs?

~~— Select Yes/No. Note: If Yes or N/A are selected, 5a will not be selectable.~~

~~— Select whether the case notes were either unclear, or omitted the information.~~

~~6. Did the worker document if there were lower cost alternatives?~~

~~— Select Yes/No. Note: If Yes or N/A are selected, 6a will not be selectable. Some support services will not have lower costs available or may already be the lowest cost alternative (e.g., public transit, fees for medical records), choose N/A.~~

~~— Select whether the case notes were either unclear, or omitted the information.~~

~~7. Did the worker document how the participant will be able to pay for the support service, on their own, in the future?~~

~~— Select Yes/No. Note: If Yes or N/A are selected, 7a will not be selectable.~~

~~— Select whether the case notes were either unclear, or omitted the information.~~

~~8. Did the worker issue the support service correctly, per procedure?~~

~~— Select Yes/No.~~

~~9. Enter any comments/concerns/praise you have that may have not been addressed in any of the above questions.~~

~~10. Enter the email address of the worker being audited. They will receive a copy of the results.~~

~~11. Mark the audit Complete.~~

~~Once all required fields have been submitted, click “Save” near the top left corner of the page.~~

~~Note: If all of the required fields are not completed, a warning will pop-up and you will not be able to submit the audit until you fill in all the required fields.~~