



Thompson Emergency Shelter, Operated by Boysville, Inc.

A Texas Department of Family and Protective Services Contractor

Results in Brief

Why OIG Conducted This Audit

The Texas Health and Human Services Office of Inspector General (OIG) initiated this audit as part of an ongoing risk assessment of DFPS contracts for the provision of essential services to children in the state's conservatorship.

Boysville, Inc. (Boysville) is a not-for-profit children's home and shelter. This audit focused on operations at the Thompson Emergency Shelter, near San Antonio, which provides emergency care for boys and girls, ages 0 through 17, for up to 90 days. During this time, Boysville identifies more permanent placement options for those children. Thompson Emergency Shelter served 142 children during state fiscal year 2022.

Summary of Review

The audit objective was to determine whether Boysville had processes and controls in place to ensure it provided foster care services at Thompson Emergency Shelter in accordance with selected statutes, contract terms, and minimum standards.

The audit scope included processes and controls related to staff, child services, and revenue from September 1, 2021, through August 31, 2022, as well as processes and controls related to selected expenses from July 1, 2020, through June 30, 2021.

Conclusion

Boysville, Inc. (Boysville) had processes and controls in place to ensure that the Thompson Emergency Shelter met selected requirements designed to ensure the health and safety of children in its care. For the sample of staff records tested, Boysville:

- Obtained background checks.
- Required drug testing.
- Ensured that staff completed required training.

Additionally, for the applicable children's records tested, Boysville completed preliminary and initial service plans that included all selected elements. These plans are important because they help providers identify and address children's needs.

However, it should strengthen its processes and controls over cost reporting and payments, and some caregiver services. Specifically, Boysville did not always:

- Support costs reported on its 2021 cost report. Boysville did not support 6 of 25 expenses tested (24 percent) totaling \$1,897.74. Failure to maintain documentation for expenses can result in unallowable costs being inappropriately reported on the cost report or costs being miscategorized on the cost report, which could impact the Texas Health and Human Services Commission's (HHSC's) future rates established for child care providers.
- Identify all discrepancies in payments received from the Texas Department of Family Protective Services (DFPS). The table shows the total overpayments, total underpayments, and net total for each month tested.

Total Unreported Overpayment and Underpayment Amounts by Month

Month Tested	Overpayment	Underpayment	Net Total
12/2021	\$13,851	\$ 5,052	\$ 8,799 (overpayment)
02/2022	9,920	5,808	4,112 (overpayment)
06/2022	153	15,300	15,147 (underpayment)
Total	\$23,924	\$26,160	\$ 2,236 (underpayment)

Source: OIG Audit

Background

Thompson Emergency Shelter is in Converse, Texas, a suburb of San Antonio. Boysville is contracted with DFPS and single source continuum contractors (SSCCs) to provide care for children from DFPS Region 1 (the Texas Panhandle) and Region 8 (the Texas Hill Country).

DFPS contracts within a geographic service area with a single source continuum contractor, known as an SSCC. The SSCC is responsible for finding foster homes or other living arrangements for children in state care and providing them a full continuum of services. These SSCCs then contract with various foster care providers to deliver those services within its geographic service area.

During August 2022, 421, or 3.5 percent, of the state's foster children were in emergency shelters: 20 were from Region 1; 126 were from Region 8; and a total of 29 were in the care of the Thompson Emergency Shelter.

Four cottages comprised Thompson Emergency Shelter. The two for emergency shelter placement had a combined maximum capacity of 32 children; the two for temporary emergency placement had a combined maximum capacity of 12.

Management Response

Boysville agreed with the recommendations and responded that it had strengthened oversight to improve compliance in most areas.

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Boysville verified payments received from DFPS and the SSCC monthly, but due to the volume of payments, related records, and timeframe allowed for reporting discrepancies, Boysville's review period of a single month was insufficient to ensure all discrepancies were identified and resolved.

- Provide support that it met child-to-caregiver ratio requirements. Based on its organization, Boysville must meet the applicable ratio for each cottage separately, rather than for the Thompson Emergency Shelter as a whole. Boysville had sufficient caregivers on duty to meet the required ratios for 150 of 164 shifts (91 percent) over the 25 days tested. Boysville could not provide support that there was sufficient coverage for the remaining 14 shifts. Adequate tracking and documenting of staff activities increases the likelihood children in care receive sufficient supervision.
- Ensure that children underwent initial health screenings within 72 hours of admission, as required. Specifically:
 - 19 of 21 children tested (90 percent) had initial health screenings performed by a medical professional; however, Boysville did not provide support that the remaining two children received an initial health screening.
 - For 15 of the 19 children (79 percent) who received initial health screenings, a medical professional performed the screening within 72 hours of admission. Of the remaining four children, three received health screenings 4 days after being admitted and one received theirs 77 days after admission.

Recommendations

Boysville should:

- Develop and implement processes to ensure it supports the allowability and accuracy of expenses included on its cost report.
- Strengthen its processes and controls to identify, report, and resolve payment discrepancies to DFPS.
- Work with DFPS to determine if there is an overall underpayment or overpayment for 2022 and resolve that discrepancy, if applicable.
- Develop and implement processes and controls to:
 - Document the time all staff are on duty by cottage.
 - Monitor cottages to ensure minimum child-to-caregiver ratios are met.
- Strengthen its processes and controls to ensure health screenings and service plans are performed within required timelines and documented.