

June 30, 2015

The Honorable Alan P. Krasnoff and  
Members of the City Council  
City of Chesapeake  
City Hall – 6<sup>th</sup> Floor  
Chesapeake, Virginia 23328

Dear Mayor Krasnoff and Members of the City Council:

We have completed our review of Chesapeake Integrated Behavioral Healthcare (CIBH) for Fiscal Years (FY) 2014-15. Our review was conducted for the purpose of determining whether CIBH was providing services in an economical, efficient, and effective manner, whether its goals and objectives were being achieved, and whether it was complying with applicable City and Department policies and procedures and financial administration regarding cash control and handling, access control, drug policies, and billings and accounts receivables.

We conducted this performance audit in accordance with Generally Accepted Government Auditing Standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

CIBH was tasked with providing behavioral healthcare services to Chesapeake citizens and support and assistance to people whose lives were affected by mental illness, substance abuse, intellectual disability, and other developmental difficulties. To that end, they offered in-office services such as individual, family, and group counseling, initial screening and assessment, psychiatric services and medication management. In addition, CIBH staff went into the community to conduct emergency mental health screenings, provide case management services, conduct developmental assessments, present drug and alcohol prevention training classes, and deliver assertive community treatment to individuals with serious mental illness who can benefit from closer monitoring and more intensive treatment. Vocational and pre-vocational services were offered to adults with serious mental illness and/or intellectual disability, and residential services for provided for those with severe needs at the Highlands Place Intermediate Care Facility for Individuals with an Intellectual Disability (ICF-IID). Ancillary services such as transportation to and from appointments and assistance applying for various benefit programs was offered as available.

For Fiscal Year (FY) 2014-15, CIBH had an operating budget of \$22,399,059. The department had an authorized complement of just over 245 full-time positions. CIBH funding sources included Federal, State, and City funds as well as client payments in the form of self-pay and insurance payments. The central office and primary treatment facility were located in the Great Bridge section of the City on Great Bridge Boulevard. Additional locations included Coastal Clubhouse, the psychosocial rehabilitation facility, located next to the central office, the Intermediate Care Facility for individuals with intellectual disability on Rokeby Avenue, the Community Options Program, and the day support program for individuals with intellectual disability and the library café located in the South Norfolk library.

Based on our review, we determined CIBH was accomplishing its overall mission of providing a variety of behavioral healthcare services that were critical to helping individuals integrate into the community and improving their quality of life. However, we did identify several areas of concern that needed to be addressed. Those areas included cash handling and receipts, accounts receivable, pharmacy control procedures, and card access controls.

This report, in draft, was provided to CIBH officials for review and response and their comments have been considered in the preparation of this report. These comments have been included in the Managerial Summary, the Audit Report, and Appendix A. CIBH concurred with most of the report's recommendations and had either implemented or begun the process of implementing many of them. CIBH's management, supervisors, and staff were very helpful throughout the course of this audit. We appreciated their courtesy and cooperation on this assignment.

Sincerely,



Jay Poole  
City Auditor  
City of Chesapeake, Virginia

C: James E. Baker, City Manager  
Dr. Wanda Barnard-Bailey, Deputy City Manager  
Joseph J. Scislowicz, Executive Director, CIBH