



CHAMPIONING BETTER GOVERNMENT PERFORMANCE

OSIG NEWS

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OSIG FINDS CPS TRACKING SYSTEM NOT SUFFICIENT FOR MANAGING CPS PROGRAM

OASIS is the name of the Virginia Department of Social Services Division of Family Services referral tracking system. The Online Automated Services Information System provides an online case record for several VDSS programs, including Child Protective Services. The information is available statewide to authorized local social services offices, but VDSS staff are concerned about the system being able to maintain functionality.

“OASIS has limited integration with other VDSS applications,” said State Inspector General Michael C. Westfall. “OASIS is not compliant with new federal regulations set forth by the Comprehensive Child Welfare Information System and this makes required reporting difficult.”

Another finding in the Office of the State Inspector General’s [audit report](#) about CPS is that after-hour messages on local DSS office phones contained incorrect messaging, including not directing callers to contact local law enforcement, or contained the incorrect digits to the CPS State Hotline number.

Among the recommendations OSIG made in the report include that VDSS request funding to purchase, implement and maintain a new statewide tracking system, seek out any available grant funds, require localities to review their after-hour messaging, and require at least annual trainings for local DSS case workers regarding policies and procedures.

Management concurred with all of the 10 findings with plans to implement corrective actions by December 2025.

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Established in 2012, the Virginia Office of the State Inspector General manages the State Fraud, Waste and Abuse Hotline; conducts investigations and performance audits of state agencies; provides training and standards for the commonwealth’s internal audit programs; and conducts inspections and reviews of Virginia Department of Behavioral Health and Developmental Services-run facilities and programs.