

# NEBRASKA

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DEPT. OF HEALTH AND HUMAN SERVICES



Pete Ricketts, Governor

May 3, 2021

Saint Francis Ministries  
Mr. William Clark, Interim CEO  
3311 N. 93<sup>rd</sup> Street  
Omaha, NE 68134

Dear Mr. Clark,

On April 19-21, 2021 the Department of Health and Human Services (DHHS) conducted a Personnel File Review for employees hired by Saint Francis Ministries (Saint Francis) to perform case management services in the Eastern Service Area. Due to previous issues with E-Verify and background check compliance, DHHS widened its sampling and selected a total of 75 files for this audit. This sampling included 23 newly hired staff since the last file audit conducted during December 17-18, 2020<sup>1</sup>. This will show the progress of the Corrective Action Plans approved on February 8, 2021, which addresses E-verify and background check issues. The other 52 files were randomly selected files of staff hired since September 2019 and had not been reviewed in previous audits. These 52 files do not apply to the corrective action plans but show Saint Francis' efforts to correct any non-compliance issues.

**File audit of 23 new staff hired since December 18, 2020:**

- Out of the 23 files, 23 (100%) were in compliance with the E-Verify requirement.
- Out of the 23 files, 23 (100%) were in compliance with background check requirements.
- Out of the 23 files, 23 (100%) were in compliance with drug testing, educational, transportation, and training requirements.

**File audit of 52 complete files on staff hired since September 2019:**

- Out of the 52 files, not counting the E-Verify requirement, 22 (40%) of the files were found in compliance with all other contract requirements.
- Out of the 52 files, 30 (58%) were in compliance with background check requirements. The remaining 22 (42%) were marked out of compliance because the employees had unsupervised contact before the background checks were completed. Saint Francis utilized their corrective action steps to correct 20 of the 22 files before the audit. The 20

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<sup>1</sup> It should be noted that since April 2020, DHHS has reviewed all files for newly hired employees who have unsupervised contact with children and families every quarter.

employee files sampled cleared background checks while the remaining 2 employees were placed on hold by Saint Francis from having unsupervised contact with children and families before this audit until out-of-state checks are received.

- Out of the 52 files, 36 (69%) were found in compliance with drug testing, educational, transportation, and training requirements. The issues for the remaining 16 (31%) were corrected by Saint Francis to the greatest extent possible prior to this audit.
  - 5 files were out of compliance due to case managers not completing yearly ongoing training.
  - 5 files were out of compliance due to the defensive driving course not being completed timely.
  - 2 files were missing auto insurance (both employees have since separated).
  - 1 file had an expired driver's license (this employee has since separated).
  - 3 files revealed that drug tests were completed after the date of contact with children and families.

### Summary

After the Personnel File Review, it appears that the corrective action steps taken by Saint Francis have resulted in an improvement in the compliance with background checks and E-Verify requirements on newly hired employees. Additionally, Saint Francis has taken steps to correct any non-compliance issues that may have been missed previously.

Further improvements are anticipated in future file audits.

Thank you for your cooperation in this process.

Sincerely,



Ross Manhart, Administrator  
Division of Children and Family Services  
Department of Health and Human Services  
1313 Farnam St.  
Omaha NE 68102

Cc: Stephanie Beasley, Director  
Alger Studstill, Deputy Director  
Lori Harder, Service Area Administrator  
Lucas Atkinson, Contracts Administrator  
Nancy Montanez-Johner, Regional Vice-President, Saint Francis Ministries  
Christy Rossiter, Director of Human Resources, Saint Francis Ministries