

Texas Civil Commitment Office

Internal Audit Plan for Fiscal Year 2027

Total Budget – 300 Hours

The Texas Civil Commitment Office Internal Audit Plan for Fiscal Year 2027 proposes testing of the Client Contact Requirements and Client Grievance Procedures. The objective and scope of the audit work will include:

1. Client Contact Requirements (Budget – 125 Hours)

Audit Objective

Determine whether TCCO Case Managers are complying with established client contact requirements and whether contact activities are adequately documented to support supervision, treatment coordination, and public safety objectives.

Audit Scope

- Review requirements governing client contacts.
- Test whether required contacts are completed and documented timely and accurately.
- Verify CSS documentation supports reported supervision activities.
- Evaluate supervisory reviews, monitoring controls, and follow-up on missed contacts.
- Assess whether documentation supports effective supervision and public safety decision-making.

2. Client Grievance Procedures (Budget – 100 Hours)

Audit Objective

Determine whether client grievances are processed, investigated, documented, and resolved in accordance with applicable policies, contractual requirements, and established timeframes.

Audit Scope

- Review grievance policies, procedures, and contractual requirements.
- Test whether grievances are documented, investigated, and resolved within established timeframes.
- Evaluate the adequacy of supporting documentation and management oversight.
- Assess processes for identifying trends, implementing corrective actions, and monitoring resolution of recurring issues.
- Review coordination between TCCO and contracted providers in the grievance process.

3. Follow Up and Required Projects (Budget – 75 Hours)

- Fiscal Year 2026 Annual Report to State Leadership
- Fiscal Year 2027 Peer Assessment
- Fiscal Year 2027 Annual Risk Assessment
- General Administration