

Detailed Follow Up Report - Auditor Determined Status

Rec#	Recommendation	Auditor FollowUp	City Auditor's Status	Closed
2305 Victim Services			Issued:	9/6/2023
1A	The Deputy City Attorney should work with the Police Department to ensure that preconviction rights forms are being consistently completed and/or provided to Victim Services in a timely manner.	April 2024: Victim Services has asked the Police Department supervisors to ensure the preconviction rights form is properly completed. It is also developing a training video to assist with this effort. Sept 2024: The department developed a mandatory training video on the victim's rights form for all police officers, police aides, and civilian investigators. The video was rolled out in September through Scottsdale University.	Implemented	<input checked="" type="checkbox"/>
1B	The Deputy City Attorney should by default, accept unsigned requests to invoke victim rights on forms provided by Police, until otherwise directed by the victim.	April 2024: The department will not be accepting unsigned forms due to logistical challenges. Instead, it is working with the Police Department to improve form completion.	Not Impl'd	<input checked="" type="checkbox"/>
1C	The Deputy City Attorney should work with Information Technology staff to implement system changes capturing advocacy activities in a manner that would allow management to routinely verify completion of required services, such as hearing notifications.	April 2024: The department indicated that changes cannot be implemented until the new SPARKs system is deployed, which is expected to be in the fall of 2024. Sept 2024: The department will work on this recommendation once the new system is in production. Feb 2025: The new system is live but being fine-tuned. We will verify changes in the next quarterly follow-up. June 2025: The Department reported they are working on system enhancements and are considering additional report options to better capture advocacy activities allowing for the verification of services delivered. Sept 2025: The Department is developing a new system report that will provide a more complete view of the notification lifecycle and help verify required services are completed. Feb 2025: The Department is developing system reports to better capture and monitor advocacy activity to verify completion of services.	In Progress	<input type="checkbox"/>

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1D	The Deputy City Attorney should offer web-based options for victims to provide or update contact information and complete other victim services forms.	April 2024: The department has requested City IT add this capability to the website. Sept 2024: The department's technology staff is following-up with the web IT team on the requested changes to web-based functions. Feb 2025: This work is in progress. A form has been developed and is being tested. June 2025: Online forms have been implemented that allow victims to involve their rights and update their contact information.	Implemented	<input checked="" type="checkbox"/>
2A	The Deputy City Attorney should work with technology staff to establish validation procedures to ensure data transfers are complete and data entry errors are minimized. As well, evaluate ways to streamline the notification process through automation.	April 2024: The department indicated that changes cannot be implemented until the new SPARKs system is deployed, which is expected to be in the fall of 2024. Sept 2024: The department will work on this recommendation once the new system is in production. June 2025: The new system appears to contain more data entry controls than the prior system. Procedures to ensure data transfers are accurate and complete are in progress. Sept 2025: The Department is working to refine and improve the accuracy and flow of data within the system. Feb 2026: The department has implemented a monitoring system to check the health of data transfers and receives alter notifications when a problem is detected.	Implemented	<input checked="" type="checkbox"/>
2B	The Deputy City Attorney should identify all data fields containing privileged information, evaluate appropriate access to such data for compliance with statutory requirements, and make changes to user roles and access rights accordingly.	April 2024: The department reported that they will turn off access to users in the developer/programmer role when it is no longer needed. In future status updates auditors will review whether data fields containing privileged data have been identified and role-based access policies align with statutory requirements. Sept 2024: The department reported changes to access policies are being implemented in their new system. June 2025: Enhancements to the system have been made to better identify privileged/private victim information. The department also reported that a plan is in place to further limit access to victim data by IT Staff after system enhancements are completed.	Implemented	<input checked="" type="checkbox"/>