



2004 Award Winner

Program Integrity

Texas Department of Human Services

Austin, Texas

In considering its implementation of new program integrity rules, the 2004 award winner for “Program Integrity” was concerned about the difficulties that institutions could encounter when applying new monitoring standards.

As a result, the agency solicited institutions’ participation in developing its implementation strategy. Planning began with a survey of institutions to evaluate the effects of potential factors, including literacy levels, language barriers, and the geographic dispersion of facilities.

Based on survey results, a formula was developed to calculate the minimum number of monitors that would be required for an institution to fulfill program requirements. The agency then trained institutions on the new monitoring requirements and method for compliance.

The 2004 award for “Program Integrity” is presented to the Texas Department of Human Services.