


| No. | Findings | Recommendations | Previous Management Responses | Status Update, Anticipated Completion Date, and Contact |
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| 1 | The Agency lacks a comprehensive uniform policy and procedure for cash collection. | <p>1. We recommend the Bureau of Financial Services update applicable policies and procedures to include a uniform process for collecting cash and transporting cash from area to area, and from area to the Cash Room. This policy and procedure should establish requirements regarding:</p> <ul style="list-style-type: none"> • Areas securing cash under lock and key; • Areas securing copies of negotiable instruments under lock and key; • Areas securely transporting cash between areas, contracted entities, and the Post Office, under lock and key; • Areas transporting cash to utilize a uniform custody form; • Areas needing to have two persons present and accountable when opening the mail, or set in place a mitigation if staffing is insufficient; • Redaction process; and • Disposal process. <p>The updated policies and procedures should: apply to all areas in the Agency which collect cash, including contracted entities; be disseminated to all areas in the Agency which collect cash, including contracted entities; and be made readily accessible to all Agency employees.</p> | <p><u>Status Update as of March 22, 2024:</u> During the workgroup meeting held on September 12, 2023, the Check Custodian memo was discussed because it had to be updated and provided to the appropriate staff. In addition, BFS staff reminded everyone to endorse the back of the checks.</p> <p>The Check Custodian memo has been updated, signed, and distributed to the appropriate Agency staff. The memo, which has been inserted in this response and attached along with this Management Response Table, is addressed to all program areas in which checks are received as well as how checks and check batches should be delivered to the Cash Room.</p> <div style="text-align: center;">  Securing Checks and Check Batches - </div> <p><u>Anticipated Completion Date:</u> March 1, 2024</p> <p><u>Contacts:</u> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> <p>Internal Audit did not receive updated policies and procedures which covered all aspects of this recommendation. Therefore, Internal Audit has determined this recommendation to be incomplete.</p> <p><u>Status as of September 13, 2023:</u> Since the finding and recommendation apply to all areas in the Agency, workgroup meetings will be held to discuss the current</p> | <p><u>Status Update:</u> The documentation related to the Bureau of Financial Services has been updated. The Check Custodian memo was updated, signed, and distributed to the appropriate Agency staff in March 2024. The memo, which was inserted in the last response and attached along with the Management Response Table, is addressed to all program areas in which checks are received as well as how checks and check batches should be delivered to the Cash Room. It is also attached for this status update as reference purposes.</p> <p>In addition, the Public Records Management policies and procedures used by the Cash Room staff are attached for this status update. BFS is also in the process of updating the Check and Payment Processing procedures which include safeguarding cash and financial information. After updating the procedures, they will be provided to all staff who are responsible for handling and processing checks and other payments received in the Agency.</p> <p><u>Anticipated Completion Date:</u> December 31, 2024</p> <p><u>Contact(s):</u> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> |

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| | | | <p>policies and procedures in order to determine whether they should be updated as well as to establish the recommended requirements if they are not being done by the areas already. Therefore, Bureau of Financial Services' (BFS) staff will actively be involved in the meetings and will provide assistance to update the policies and procedures in order to include the recommended requirements.</p> <p>Based on two follow-up meetings with the Office of the Inspector General (OIG), the OIG staff agreed to facilitate the workgroup meetings. A meeting invitation was sent to AHCA staff who are involved in the Cash Collection Process on Monday, August 14, 2023, and the first workgroup meeting is scheduled for Tuesday, August 29, 2023.</p> <p><i>Anticipated Completion Date:</i> TBD – The completion date depends on when the workgroup meetings will be held, the number of meetings that will be necessary, and the outcome of the meetings.</p> <p><i>Contacts:</i> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> | |
| | | <p>2. We recommend the Bureau of Financial Services periodically monitor compliance with the updated policies and procedures.</p> | <p><u>Status Update as of March 22, 2024:</u> The Check Custodian memo, which is dated March 1, 2024, has been updated, signed, and distributed to the Agency staff in the program areas in which checks are received. Since the memo was distributed in March 2024, BFS will periodically monitor compliance in the future and will advise the staff/program area(s) if any corrective action is necessary.</p> <p><i>Anticipated Completion Date:</i> TBD</p> | <p><u>Status Update:</u> The Cash Room staff began monitoring program staff in March 2024 in accordance with the updated Check Custodian memo. Whenever program staff were not in compliance, the Cash Room staff pointed out the discrepancies and stated how the errors needed to be corrected before receipt.</p> <p>In addition, BFS is in the process of updating the Check and Payment Processing procedures which include safeguarding cash and financial information. After updating the procedures, they will be provided to all staff who are responsible for handling and</p> |

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| | | | <p><i>Contacts:</i> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> <p><u>Status as of September 13, 2023:</u></p> <p>This audit impacts various areas in the Agency including the Bureau of Financial Services (BFS). In addition, the Agency collects funds for various purposes and multiple areas within the Agency receive the funds. Therefore, BFS proposes that monitoring compliance of the updated policies and procedures should be included in the Office of the Inspector General's (OIG/Office) annual audit plan as a follow-up audit/review and be performed by the Internal Audit staff.</p> <p>BFS believes that it will be more appropriate for the OIG to conduct the follow-up audit/review on an annual basis or as needed because the Office:</p> <ul style="list-style-type: none"> • Is responsible for activities that promote accountability, integrity and efficiency in state government and the Agency; • Is charged with identifying, auditing, and investigating fraud, waste, abuse, embezzlement, and mismanagement of any kind within the Agency; and • Has the ultimate goal of preventing inefficient or unlawful operations at the Agency by reviewing and evaluating necessary internal controls to ensure its fiscal accountability. <p><i>Anticipated Completion Date:</i> N/A based on BFS Response</p> <p><i>Contacts:</i> N/A based on BFS Response</p> <p>Internal Audit Response: The <i>International Standards for the Professional Practice of</i></p> | <p>processing checks and other payments received in the Agency.</p> <p><u>Anticipated Completion Date:</u> December 31, 2024</p> <p><u>Contact(s):</u> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> |

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| | | | <p>Internal Auditing (Standards) restrict Internal Audit from performing an operational role in Agency activities. The responsibility for day-to-day operational activities including monitoring resides with Agency Management.</p> | |
| 2 | <p>The Agency is not adequately safeguarding cash.</p> | <p>1. Refer to the recommendations relating to the policy and procedure requirements in Finding 1 of this audit.</p> | <p><u>Status Update as of March 22, 2024:</u> BFS will update the Check and Payment Processing procedures which include safeguarding cash and financial information. The last revision was made in July 2022. After updating the procedures, they will be provided to all staff who are responsible for handling and processing checks and other payments received in the Agency.</p> <p><u>Anticipated Completion Date:</u> April 30, 2024</p> <p><u>Contacts:</u> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> <p><u>Status as of September 13, 2023:</u></p> <p>Since the finding and recommendation apply to all areas in the Agency, workgroup meetings will be held to discuss the current policies and procedures in order to determine whether they should be updated as well as to establish the recommended requirements if they are not being done by the areas already. Therefore, Bureau of Financial Services' (BFS) staff will actively be involved in the meetings and will provide assistance to update the policies and procedures in order to include the recommended requirements.</p> <p>Based on two follow-up meetings with the Office of the Inspector General (OIG), the OIG staff agreed to facilitate the workgroup meetings. A meeting invitation was sent to AHCA staff who are involved in the Cash Collection Process on Monday, August 14,</p> | <p><u>Status Update:</u> BFS is in the process of updating the Check and Payment Processing procedures which include safeguarding cash and financial information. After updating the procedures, they will be provided to all staff who are responsible for handling and processing checks and other payments received in the Agency.</p> <p><u>Anticipated Completion Date:</u> December 31, 2024</p> <p><u>Contact(s):</u> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> |

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| | | | <p>2023, and the first workgroup meeting is scheduled for Tuesday, August 29, 2023.</p> <p><i>Anticipated Completion Date:</i> TBD – The completion date depends on when the workgroup meetings will be held, the number of meetings that will be necessary, and the outcome of the meetings.</p> <p><i>Contacts:</i> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> | |
| 3 | The Agency is not adequately safeguarding financial information. | 1. We recommend the Agency safeguard physical confidential financial information under lock and key when not in use. | <p><u>Status Update as of March 22, 2024:</u> BFS will update the Check and Payment Processing procedures which include safeguarding cash and financial information. The last revision was made in July 2022. After updating the procedures, they will be provided to all staff who are responsible for handling and processing checks and other payments received in the Agency.</p> <p><i>Anticipated Completion Date:</i> April 30, 2024</p> <p><i>Contacts:</i> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> <p><u>Status as of September 13, 2023:</u> Since the finding and recommendation apply to all areas in the Agency, workgroup meetings will be held to discuss the current policies and procedures in order to determine whether they should be updated as well as to establish the recommended requirements if they are not being done by the areas already. Therefore, Bureau of</p> | <p><u>Status Update:</u> BFS is in the process of updating the Check and Payment Processing procedures which include safeguarding cash and financial information. After updating the procedures, they will be provided to all staff who are responsible for handling and processing checks and other payments received in the Agency.</p> <p><u>Anticipated Completion Date:</u> December 31, 2024</p> <p><u>Contact(s):</u> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> |

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| | | | <p>Financial Services' (BFS) staff will actively be involved in the meetings and will provide assistance to update the policies and procedures in order to include the recommended requirements.</p> <p>Based on two follow-up meetings with the Office of the Inspector General (OIG), the OIG staff agreed to facilitate the workgroup meetings. A meeting invitation was sent to AHCA staff who are involved in the Cash Collection Process on Monday, August 14, 2023, and the first workgroup meeting is scheduled for Tuesday, August 29, 2023.</p> <p><i>Anticipated Completion Date:</i> TBD – The completion date depends on when the workgroup meetings will be held, the number of meetings that will be necessary, and the outcome of the meetings.</p> <p><i>Contacts:</i> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> | |
| | | <p>2. We recommend the Bureau of Financial Services establish the requirements in the uniform policy and procedure referenced in the recommendations in Finding 1 of this audit to safeguard physical confidential financial information in locked rooms or filing cabinets and secure the keys for those rooms or cabinets, and to periodically verify compliance with those requirements.</p> | <p><u>Status Update as of March 22, 2024:</u> BFS will update the Check and Payment Processing procedures which include safeguarding cash and financial information. The last revision was made in July 2022. After updating the procedures, they will be provided to all staff who are responsible for handling and processing checks and other payments received in the Agency.</p> <p>Since this finding impacts all program areas within the Agency, responsibility for periodically verifying compliance with the updated procedures will reside with the program areas' management pursuant to the Internal Audit response for the September 2023 status update.</p> | <p><u>Status Update:</u> BFS is in the process of updating the Check and Payment Processing procedures which include safeguarding cash and financial information. After updating the procedures, they will be provided to all staff who are responsible for handling and processing checks and other payments received in the Agency.</p> <p>Since this finding impacts all program areas within the Agency, responsibility for periodically verifying compliance with the updated procedures will reside with the program areas' management pursuant to the Internal Audit response for the September 2023 status update.</p> |

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| | | | <p><u>Anticipated Completion Date:</u> April 30, 2024</p> <p><u>Contacts:</u> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> <p><u>Status as of September 13, 2023:</u></p> <p>Since the finding and recommendation apply to all areas in the Agency, workgroup meetings will be held to discuss the current policies and procedures in order to determine whether they should be updated as well as to establish the recommended requirements if they are not being done by the areas already. Therefore, Bureau of Financial Services' (BFS) staff will actively be involved in the meetings and will provide assistance to update the policies and procedures in order to include the recommended requirements.</p> <p>Based on two follow-up meetings with the Office of the Inspector General (OIG/Office), the OIG staff agreed to facilitate the workgroup meetings. A meeting invitation was sent to AHCA staff who are involved in the Cash Collection Process on Monday, August 14, 2023, and the first workgroup meeting is scheduled for Tuesday, August 29, 2023.</p> <p>In addition, this audit impacts various areas in the Agency including the Bureau of Financial Services (BFS). The Agency also collects funds for various purposes and multiple areas within the Agency receive the funds. Therefore, BFS proposes that monitoring compliance of the updated policies and procedures should be included in the OIG's annual audit plan as a follow-up audit/review and be performed by the Internal Audit staff.</p> | <p><u>Anticipated Completion Date:</u> December 31, 2024</p> <p><u>Contact(s):</u> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> |

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| | | | <p>BFS believes that it will be more appropriate for the OIG to conduct the follow-up audit/review on an annual basis or as needed because the Office:</p> <ul style="list-style-type: none"> • Is responsible for activities that promote accountability, integrity and efficiency in state government and the Agency; • Is charged with identifying, auditing, and investigating fraud, waste, abuse, embezzlement, and mismanagement of any kind within the Agency; and • Has the ultimate goal of preventing inefficient or unlawful operations at the Agency by reviewing and evaluating necessary internal controls to ensure its fiscal accountability. <p><i>Anticipated Completion Date:</i> TBD – The completion date depends on when the workgroup meetings will be held, the number of meetings that will be necessary, and the outcome of the meetings.</p> <p><i>Contacts:</i> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> <p>Internal Audit Response: The <i>International Standards for the Professional Practice of Internal Auditing (Standards)</i> restrict Internal Audit from performing an operational role in Agency activities. The responsibility for day-to-day operational activities including monitoring resides with Agency Management.</p> | |

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| 4 | The Agency is not disposing of records which have met their retention schedule. | <p>1. We recommend the Agency, in consultation with the Office of General Counsel, identify the physical and electronic records which: may contain confidential financial information; have met their retention schedule; and are ready for final disposition. Furthermore, we recommend the Agency implement an annual requirement in policy for the final disposition of those records, in compliance with applicable laws and regulations. This process should apply to all areas of the Agency, as well as contracted entities.</p> | <p><u>Status Update as of March 22, 2024:</u> Based on meetings held on July 21, 2023, and September 12, 2023, Richard Shoop will be contacted for advice on the redaction and disposal processes since these processes fall under the purview of the Agency Clerk, the processes are related to records management, and multiple sections within the Agency collect funds for various purposes.</p> <p><u>Anticipated Completion Date:</u> TBD</p> <p><u>Contacts:</u> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> <p><u>Status as of September 13, 2023:</u> Since the finding and recommendation apply to all areas in the Agency, workgroup meetings will be held to discuss the current policies and procedures in order to determine whether they should be updated as well as to establish the recommended requirements if they are not being done by the areas already. Therefore, Bureau of Financial Services' (BFS) staff will actively be involved in the meetings and will provide assistance to update the policies and procedures in order to include the recommended requirements.</p> <p>Based on two follow-up meetings with the Office of the Inspector General (OIG), the OIG staff agreed to facilitate the workgroup meetings. A meeting invitation was sent to AHCA staff who are involved in the Cash Collection Process on Monday, August 14, 2023, and the first workgroup meeting is scheduled for Tuesday, August 29, 2023.</p> <p><u>Anticipated Completion Date:</u></p> | <p><u>Status Update:</u> During a fieldwork inquiry meeting with the Agency's Office of the Inspector General (OIG) on August 1, 2024, the BFS' Cash Room staff stated that the retention and disposition of records is based on the Public Records Management policies and procedures. The policies and procedures were provided to the OIG staff after the meeting and are also attached for this status update as reference purposes.</p> <p><u>Anticipated Completion Date:</u> Completed in August 2024</p> <p><u>Contact(s):</u> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> <p>Internal Audit Response: This recommendation will be addressed upon completion of the Audit of Laserfiche Records Retention and Storage.</p> |

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| | | | <p>TBD – The completion date depends on when the workgroup meetings will be held, the number of meetings that will be necessary, and the outcome of the meetings.</p> <p><i>Contacts:</i> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> | |
| | | <p>2. We recommend the Agency monitor the retention and disposal processes.</p> | <p><u>Status Update as of March 22, 2024:</u> Based on meetings held on July 21, 2023, and September 12, 2023, Richard Shoop will be contacted for advice on the redaction and disposal processes since these processes fall under the purview of the Agency Clerk, the processes are related to records management, and multiple sections within the Agency collect funds for various purposes.</p> <p><i>Anticipated Completion Date:</i> TBD</p> <p><i>Contacts:</i> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> <p><u>Status as of September 13, 2023:</u> Since the finding and recommendation apply to all areas in the Agency, workgroup meetings will be held to discuss the current policies and procedures in order to determine whether they should be updated, to establish the recommended requirements if they are not being done by the areas already, and to decide which Agency staff will be responsible for monitoring the related processes. Therefore, Bureau of Financial Services' (BFS) staff will actively be involved in the meetings and will provide assistance to update the</p> | <p><u>Status Update:</u> During a fieldwork inquiry meeting with the Agency's Office of the Inspector General (OIG) on August 1, 2024, the BFS' Cash Room staff stated that the retention and disposition of records is based on the Public Records Management policies and procedures. The policies and procedures were provided to the OIG staff after the meeting and are also attached for this status update as reference purposes.</p> <p><u>Anticipated Completion Date:</u> Completed in August 2024</p> <p><u>Contact(s):</u> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> <p>Internal Audit Response: This recommendation will be addressed upon completion of the Audit of Laserfiche Records Retention and Storage.</p> |

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| | | | <p>policies and procedures in order to include the recommended requirements such as monitoring the processes.</p> <p>Based on two follow-up meetings with the Office of the Inspector General (OIG), the OIG staff agreed to facilitate the workgroup meetings. A meeting invitation was sent to AHCA staff who are involved in the Cash Collection Process on Monday, August 14, 2023, and the first workgroup meeting is scheduled for Tuesday, August 29, 2023.</p> <p><i>Anticipated Completion Date:</i> TBD – The completion date depends on when the workgroup meetings will be held, the number of meetings that will be necessary, and the outcome of the meetings.</p> <p><i>Contacts:</i> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> | |
| | | <p>3. We recommend the Agency dispose of physical duplicates of all records which may have confidential financial information in a timely manner if the electronic copy has been quality-assured and secured.</p> | <p><u>Status Update as of March 22, 2024:</u> Based on meetings held on July 21, 2023, and September 12, 2023, Richard Shoop will be contacted for advice on the redaction and disposal processes since these processes fall under the purview of the Agency Clerk, the processes are related to records management, and multiple sections within the Agency collect funds for various purposes.</p> <p><i>Anticipated Completion Date:</i> TBD</p> <p><i>Contacts:</i> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> | <p><u>Status Update:</u> During a fieldwork inquiry meeting with the Agency's Office of the Inspector General (OIG) on August 1, 2024, the BFS' Cash Room staff stated that the retention and disposition of records is based on the Public Records Management policies and procedures. The policies and procedures were provided to the OIG staff after the meeting and are also attached for this status update as reference purposes.</p> <p><u>Anticipated Completion Date:</u> Completed in August 2024</p> <p><u>Contacts:</u> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III</p> |

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| | | | <p><u>Status as of September 13, 2023:</u></p> <p>Since the finding and recommendation apply to all areas in the Agency, workgroup meetings will be held to discuss the current policies and procedures in order to determine whether they should be updated as well as to establish the recommended requirements if they are not being done by the areas already. Therefore, Bureau of Financial Services' (BFS) staff will actively be involved in the meetings and will provide assistance to update the policies and procedures in order to include the recommended requirements.</p> <p>Based on two follow-up meetings with the Office of the Inspector General (OIG), the OIG staff agreed to facilitate the workgroup meetings. A meeting invitation was sent to AHCA staff who are involved in the Cash Collection Process on Monday, August 14, 2023, and the first workgroup meeting is scheduled for Tuesday, August 29, 2023.</p> <p><u>Anticipated Completion Date:</u> TBD – The completion date depends on when the workgroup meetings will be held, the number of meetings that will be necessary, and the outcome of the meetings.</p> <p><u>Contacts:</u> Rafael DeCambra, Accountant Supervisor II Gale Smith-Johnson, Finance & Accounting Director III Sonya Smith, Chief of Financial Services</p> | <p>Sonya Smith, Chief of Financial Services</p> <p>Internal Audit Response: This recommendation will be addressed upon completion of the Audit of Laserfiche Records Retention and Storage.</p> |