



RICK SCOTT  
GOVERNOR

*Better Health Care for all Floridians*

ELIZABETH DUDEK  
SECRETARY

October 24, 2012

Elizabeth Dudek, Secretary  
Agency for Health Care Administration  
2727 Mahan Drive  
Tallahassee, Florida 32308

Dear Secretary Dudek:

In accordance with Internal Auditing Standards, attached is the eighteen month status report from the Bureau of Human Resources in response to our report #11-18 *Enterprise Wide Audit of Organizational Ethics*, published on May 5, 2011.

Our follow-up review determined that the issues are in the process of being addressed by management. The Bureau plans to incorporate records retention information in its *New Employee Orientation and Keep Informed* training for employees by April 2013. They are waiting for the results of a work committee to update the records retention policy. Additionally, to address employee training records, the Bureau tracks employee training and is developing a database to more efficiently track this training with the assistance of Information Technology staff.

Due to the length of time the remaining corrective actions have been in progress and the need for us to focus our resources on other projects, we are no longer monitoring these issues. The responsibility for ensuring corrective action is taken lies with the Division of Operations.

If you have any questions regarding this status report, please let me know.

Respectfully Submitted,

Eric W. Miller  
Inspector General

EWM/kv  
Enclosure

cc: Jenn Ungru, Chief of Staff  
Tonya Kidd, Deputy Secretary  
Michelle Dahnke, Communications Director  
Scott Ward, Information Technology Director  
James Haynes, Chief of Human Resources  
Emilia Murphy, Training Director



Agency for Health Care Administration  
 Inspector General's Office – Bureau of Internal Audit  
 Report Title: Enterprise Wide Audit of Organizational Ethics  
 Report #11-18, Issued May 5, 2011  
 Status Update #13-05

NO.	FINDING	ISSUE	RECOMMENDATION(S)	PREVIOUS MANAGEMENT RESPONSE	STATUS UPDATE	ANTICIPATED COMPLETION DATE AND CONTACT
1	Missing Training Topics	The subjects of public records, open meetings, records retention and equal opportunities, along with the proper personnel procedures for each of these subjects, are not covered in all of the Agency's employee training.	The subjects of public records, open meetings, records retention, equal opportunity and the related proper personnel procedures need to be incorporated into the Agency's required New Employee Orientation and Keep Informed training classes.	<p><b>Status as of May 1, 2012</b>            Public records, open meetings, equal opportunity and the proper personnel procedures were incorporated into the Agency's required New Employee Orientation and Keep Informed training classes in June 2011.            The subject of records retention is currently being reviewed for updates to the Agency Policy and Procedures. There is no anticipated completion date at this time.</p> <p><b>Status as of October 21, 2011</b>            Public records, open meetings, equal opportunity and the proper personnel procedures were incorporated into the Agency's required New Employee Orientation and Keep Informed training classes in June 2011.</p> <p>The subject of records retention will begin to be covered in New Employee Orientation starting in November 2011.</p> <p><u>Records Retention Completion Dates:</u>            New Employee Orientation: 11/9/11            Keep Informed: 12/7/11</p>	The Agency Records Retention Policy is still under review. The committee who is creating the new policy is hoping to have it rolled out by April 2013.	Keep Informed – April 2013 New Employee Orientation – April 2013

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1	Continued from above			<p><b>Status as of April 25, 2011</b>            The subjects of public records, open meetings, records retention, equal opportunity and the related proper personnel procedures will be incorporated the Agency's required New Employee Orientation and Keep Informed training classes.</p> <p><u>Anticipated Completion Date</u>            Keep Informed - 6/13/2011            NEO - 6/22/2011</p>		
2	Training	Question five of the ethical climate survey asked employees to select the time frame that they last attended ethics training, only 79% of the employees that responded state they had received ethics training within the last year.	The Bureau of Human Resources should continue to track and send email reminders to employees that have not yet fulfilled their annual training requirements.	<p><b>Status as of May 1, 2012</b>            The Bureau of Human Resources continues to track and send email reminders to all employees who have not completed their annual training requirements. We also continue to notify the supervisor, via email, if an employee is non-compliant for inclusion on their evaluation.            The Division of Information Technology is developing the database to make tracking more efficient and effective.</p> <p><u>Anticipate Completion Date</u>            7/1/12</p>	The Division of Information Technology continues to work with Human Resources. There have been some challenges maintaining updated employee lists. IT is working on creating a table from People First.	Anticipated Completion Date 7/1/2013  James Haynes David Alderson

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