

**HEALTH &
SOCIAL SERVICES**

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Health & Social Services Committee

Department of Social Services – Fiscal Control

Citizen Complaint #00/01-C-032

Reason for the Report

This investigation was in response to a citizen complaint of lack of fiscal control by the El Dorado County Department of Social Services (Department).

Scope of the Investigation

The Social Services Committee of the 2000/2001 Grand Jury:

- Reviewed the Social Services Committee Report findings and recommendations of the 1999/2000 Grand Jury;
- Requested, received and reviewed Department's policies and procedures used in fiscal control;
- Received and analyzed memoranda between the Auditor-Controller and the Department dated May 1, 2000 through March 31, 2001;
- Reviewed claim vouchers rejected by the Department for February and March 2001 after internal audit;
- Reviewed logs of Department's claim vouchers rejected by the Auditor's office for January, February and March 2001;
- Interviewed the Auditor-Controller of El Dorado County;
- Interviewed the Director of the Department;
- Interviewed the Department Staff Services Program Manager; and
- Interviewed the Staff Services Supervisor/Accountant.

Findings

F1. Claim vouchers were returned from the Auditor-Controller's office to the Department during FY's 1999/2000 and 2000/2001 because of:

- Duplicate payments;
- Overpayments;
- Incorrect and/or missing documentation; and
- Invalid/Insufficient Authorization.

- F2. Prior to January 31, 2001, claim vouchers processed through the Department's Accounting Unit were not adequately checked for errors or omissions. Only a spot check process was used.
- F3. There has been significant improvement in the number of claim vouchers rejected by the Auditor's office since January 1, 2001. For February 2001, the number was approximately 11%.
- F4. Claim vouchers signed or reviewed by Department Program Managers often contain errors and omissions.
- F5. Guidelines for payment of invoices have been implemented, although they are not consistently followed by all Program Managers.

Recommendations

- R1. Each claim voucher should be checked for accuracy and completeness before it is forwarded to the Auditor-Controller for payment.
- R2. The original of all invoices, as required by the Auditor's Office, should be attached to all claim vouchers before payment is issued. The original documentation should remain in the Auditor's Office for fiscal control.
- R3. Department Program Managers and their staff should comply with existing procedures to eliminate claim voucher inaccuracies.
- R4. The 2000/2001 Grand Jury recommends that the Department be reviewed in 2001/2002 by the Grand Jury with a follow up of its fiscal performance.

Responses Required for Findings

F1 through F5 El Dorado County Board of Supervisors

Responses Required for Recommendations

R1 through R4 El Dorado County Board of Supervisors