External Audit Review Oversight Committee Minutes April 17, 2018 – 7:30 A.M.

The meeting was called to order at 7:30 a.m. by Chair David Frohling in Room 4C – Fourth Floor of the Administration Building.

Members present: David Frohling, Russell Kottke, Mary Bobholz, Donna Maly and Stephanie Justmann.

Also present were: Monica Hooper Fiscal and Support Services Division Manager, Finance Director Julie Kolp, Human Services and Health Board Director Becky Bell, and County Administrator Jim Mielke.

There were no public comments.

A motion was made by Maly and seconded by Bobholz to approve the minutes of the February 21, 2018 meeting as presented. The motion carried.

At this time, Ms. M. Hooper provided an update on NetSmart. The billing is complete and closed for January and February, 2018. On March 22 and 23, 2018 the Joxel Group was in Dodge County and provided input on the system and listened to the County's concerns. The Joxel Group will return on April 30th with recommendations and further input.

Ms. M. Hooper distributed a new Baker Tilly Operational Review chart dated April 11, 2018. Ms. Hooper reported some items have been closed and she continues to work on the open items.

The Committee discussed the Johnson & Block findings as they relate to the Baker Tilly recommendations. It was reported by Ms. M. Hooper that items are being worked on and she is trying to correct any issues.

Next meeting is scheduled for Tuesday, June 19, 2018, at 6:00 p.m. in meeting room 4C, fourth floor of the Dodge County Administration Building.

With no further business on the agenda, Chair Frohling declared the meeting adjourned at 7:44 a.m.

Russell Katthe Russell Kottke, Secretary

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Human Services and Health Department Status Review Working Document

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Stating Stating Core Billing (Staff: Author and reviewed across to Stating Hard Staff: Author and reviewed across to Stating Hard Staff: Stating St	Stating Confession (Stat) Gallon (S		Application of a second	Superv	sor: Account	_	_			_	as the custo	has the custom import job e	ĝ	was put into Production We	was put into Production We	ting was put into Production. Was Newman thought the months in laken since the last meeting.
James (James (Ja	Islando Samero, Des Grady All D. Eshavids g stefam All D. Eshavids Al	rnal financial reporting. The Department's billing	_	Clerk E	lling Staff				_	This	ompleted A	letsmart has given to	iven to have a discussion early next	have used the new custom	have used the new custom	have used the new custom. The IDS pustom number will
s partiers Interestinate of the content produced and door of the content produced and con	s profess s profess distribution distribu	edures and controls currently lack reconciliation		Carrie	Sunker, Lisa				e inported		s a estimate	us a estimate of completion to w		output after closing March July	output after closing March, July	output after closing March July
The state of the s	The training of the control of the c	edures between the Clinical Services billing system		Zimme	. Deb Grady					_	e and of Nov		After the discussion, testing will	After the discussion, testing will and imported the controlled	After the discussion, testing will and imported the productionary	After the discussion, testing will and imported the controlled
In the	In the	he general ledger (receivables or revenues). This is					-				December of this year			begin. Until testing is complete, from Netsmart into IDE		begin. Until testing is complete, from Netsmart into IDE
нон	HGH	large part to timing issues associated with the		_						to a secure location so manual			a manual journal entry will be	a manual journal entry will be	a manual journal entry will be	a manual journal entry will be
#QP	HGH	vistem previously discussed. (#5, Pg 5)		•		_				ampulation is not possible. As		9.	done in JDE	done in JDE	done in JDE	done in JDE.
										last week, IT requested this						
			_	<u>ē</u>						om Netsmart. As of today, I do		_	_			_
tenth are secure to an and a section as a se	There are regard from the many and the production of the many and the production of the many and	•						_		of have an till for completion						
refly the application Nethyman for the Plan planet from Nethyman for the Clark planet planet in DE Planet p	terify the pulse from Attenual. To the CI that posterior part. There is only will be used to part. All to fined and posterior part. All to fined and posterior fined before All to fined and posterior fined. All to fined and posterior fined and posterior fined before the Constraint of purposes to effert but to.								-	ere are reports to mantion is that						
They did the posterior in the control of the	To the GIL that purpose in Control of the purpose in Control of the purpose in Control of the co									rify the unload from National						
There is proposed to the state of the state	There is applied to any of the service of the servi					_				the GI that posted is INC			-			
It is the control of	all data representing the force of the force					_			4 2	the Gt that posted in JOE						
It is marked and product of Life Before the first and product of Life Before the first and product on the product of the Before reconciliation purposes to refer but to.	The state of the s	_		_	_					ese reports will be used to						
Topic data to a standing to Stocker for the Control of the Control	will also be used in a bridge for reconciliator purposes to refer back to.				-				ā :	s finalized and gosted. This		_	_			
reconcilation purposes to other lands to.	resolution purpose to deri hand to.	-		_					7	ll also be saved in a binder for						
back to.	busto			_					3	onciliation purposes to refer						
			-						9	10.						

L. Chamad and with Statings. We model internal accession of a first piece who did not content in the testing having factors for a first piece who seeks a first passion who cannot do will be process. The same Account do will be present to continuing the collection who when exceeds a clearly to be continued as desired a stadio to be an and present any expensive to be read to the first beautiful beautiful and and the same and account the desired and printing and account the desired printing and the same as well as also account the desired printing and the same as a fact a trans-culturated (ER) it between the same as a fact a trans-culturated (ER) it is between the same as a fact a trans-culturated (ER) it is a same as a fact a fact as a content of (ER).	(Der all, Granisten, blas den primer) fload staff (Account) (he zear software system shedul increases (Gere III), Granisten, blanding with the substance of a efficiency of the morthly failing process, second Account clark. III. Due to the Climad Services Interdice, substancial bland, added in more blanding added samp, other particular continues to complete the beling staks. And interdice the reason system is in place, the Doyal Javane 30, 2007. The two account clarks have great and substance of the second part of the second clarks and substance of the second part of the second clarks and substance of the second part of the second pa	If the current process for record for manifity billing produced of Chinal Spreads and to the great of unique to a manual process. The Find and Support Services. Supervisor reviews each error in the billing system to determine the accounts and amounts and records them in the general fielder. This obtomation is commission approachimest which is these effected much the general languar through a journal entry (et 9, 19,7).	5. Currently the write of the for licital Services bind party billing are an entirent recorded in the goreal ledger. No write-off, including instance contractual write-off, have been recorded to the Clinical Services billing system. This also contributes to the difficulties recording the Clinical Services billing system to the Service billing system to the Service billing system to the Service billing system and beginned to the Clinical Services billing system While the Clinical Services billing system. While the Clinical Services billing system while the Clinical Services billing system while the Clinical Services billing system with the the Clinical Services billing system with a service of the Services billing system with a service of pulling the services billing sprocedure are currently sheet in relation to special services. It is low, or when the have approved for amounts written off. (BS, R, Z).	6. Clients service the state as sessed for here ability to pay fettion generous are provided. Some viers a real returnation was a provided. Some viers are adversariated to save into ability to pay and the reloter, the full inhality for particular and written out. However, in all group station, all clients regardless of their a-sleft to pay are requested to pay specified automated or said. Season Due to system illentation, the amount recommend that the pay and that so the self-art annually activations for the said to be paid that so the self-art annually activations for those disents with no adulty to pay (16, Fg 6).	NUMBER/OBSERVATION
We recommend that the object month with did set at add zerospits control to inclusion that Replacement and records control to and the control recommend and approximatements with the lattle participation and control and cities to compared the vollection and control at creepin and in recommendate of all sequences accounts and tables, years adoptiments:	The rew of those a yeter in houde recease efficiency of the month, limit goods, Threaders, administrational bling decks may not be revealed blines between year er commend the when the new years is in place the parameter, comber if a sational field and finded as the parameter when the new years is in place the policy to on new to complete in the party bling. I could additional full imme bling eith a res art ready additional full imme bling eith a res art ready bring deathment agregate outsit. The will reduce the bordon on ending staff. I, was sit reducing overtime costs to the Department in reducing overtime costs to the Department.	The department should work with the Gounty IT free department of the real school company. Department and the real school company to the control of the control of the control of the control of the provide a reserve the Gounty of the control of the	We recommend that the Department formulaes in close to the approval on whe self for products or the approval of whe self for public West as recommended that apply quarter any previously all and where the commended on a Department's Closcal Service's recomble and receives believe the self-formulae services recomble and receives believes. The research for the whole the counter before for documented, and approved to someone other them the employee the counter of the control of the control of internal controls. When the final data base inducted as part of their reconstitution between the general redger and the bling software general redger and the bling software.	The Grove Shing software should be able to account for varieties in the Belling to pay to green it manual billing adjustments.	RECOMMENDATION
HIGH	wo	но Н	HQH	MED	PRIORITY
Backy Mail, Chryster Chryster Mail & Droger Chryster Suppley Cycle Chryst Suppley Suppley Suppley Account (see Maily Safet Zimmer, Deb Grafy	Becky Bell Director; Monical Hoope, Division Manager; Vecent, Frical Support Supervisor	Monica Hooper, Dussion Manager: Vacant, Fiskal Support Supervisor	Besch Beit Director; Manica Hoope; Ovision Manager; Vacant, Fiscal Support Supervisor Account, Cart Billing Staff Cart Billing Staff Cart Billing Staff	Minoca Hooper, Division Manager; Vacunt, Fiscal Support Supervisor	STAFF IDENTIFIED FOR PROCESS IMPROVEMENT
Lab Ruly Feare Decor Consultation places in regional management places and procedure to policy and procedure to place when media spikeline accomment spikeline accomment standards		Julie Kolp, Finance Director - Cursultation needed to support any process improvement policies and procedures to ensure they meet SFCA and other applicable accounting standards	Julie Kolp, France Director, Consultation, neehad to support any poursa improvement poistes, and procedure poistes, and procedure to ensure they meet dFDA, and other sapplicable accounting standards		ADDITIONAL STAFF, COUNTY, OTHER RESOURCES NEEDED
10 Addies wal flow currently in war. 2 External receivant was a few years and years an		all fields. Frame — The morthly recording to blinks procedure. Computation — The second is easily second is easily second in easily second in easily second and procedure is bling for 2013 will be recorded as more they meet. — The second easily before the second easily s	Junk edge, Fenzee Vinte (The Jac e august under Experience Vinte (The Jac e august under Vinte (The Jac e august		INITIAL STEPS INDENTIFIED FOR PROCESS IMPROVEMENT
There shall person count more functions that are was to the active and the active		7.00			UPDATE ON STEPS TAKEN as of July 18, 2016/ November 2, 2016
The department has holde of Challege to the execution, the support of the place of the execution of the their presents of the course of their present of the execution of years place of a dead to years place of a dead to colors on the cashing the present maintains and place the case application.	Since the list meeting, the Fiscal staff has liked the Fiscal staff has liked the position of minimeter from the manager of the property supervisor and administratory of the manager of the property of the p	With Nettrant, the morthly billing produced in Clinical Services can be imported into the general ledge: The was trained and was successfully exported to a SSV file and them imported to a SSV file and the imported service file incoming the solution of the file in the file of the service	Jul Top, Als more distance level page for the common distance level page for the common distance and t		UPDATE ON STEPS TAKEN as of March 16, 2017
	Secretaria medity, the final Support of the secretaria medity, the final Support of the secretaria medity, the final Support of the secretaria medity of the final secretaria medity of the final secretaria medity of the final secretaria medity and the secretaria medity and the secretaria medity of the final secretaria medity of the final secretaria medity of the final secretaria medity and the secretaria medity of the final secretaria medity and the secreta	The file that comes out of wearnant was initially put those a Mazon. I has reached out as of Lindra 18th to develop an automatic file in summary that does not need to be manipulated or touch, and be imported into UTB. I do not have an ETA at this time.	Now that March calmin have been and resident to the sale of utilities the Marchanian reports to keep on for all marchanian reports to keep on for all marchanians, and the like working with pill Wiley to use the same process and the same process and the same process and the same process and the same process are processed to Christ have that completed, a pointy and processions will be created and utilized going forward.	Recement is able to headle object leafs that headled drough the autity (a pay workflow for Nepnant. This setup as an auth and will be reviewed by fiscal on a yearly basic.	UPDATE ON STEPS TAKEN as of UPDATE ON STEPS TAKEN as of UPDATE ON STEPS TAKEN as of July 18, 2016/ November 2, March 16, 2017 June 16, 2017
,	the department our emity in the department of the control of the c	Retinal has given us an other defended on selected on selection day at other defended on selection day as of level above metal-pricary and however depth of the pricary design and the caster plank [17]. A (plant and off Birthey Moran and Cellection for Process) this padicy will be fitted.	Herija a roendigeleigh (7); (Leve) Bijling Worth and (Cleve) Bijling	The agency is waiting for the . This agency has been provided Private Bay calcumination to be With the self-gen victorization of waiting a fixed an in the control of the self-gen provided production. The system is	UPDATE ON STEPS TAKEN as of October 11, 2017
	for additional Account Cent III was the size of Necessaria Section Was are in the process of Taking New Account Cent III Contractional was warn to Freeder and Office of Immany to Freeder or overetime and comp Une	Nationart has poil the JOE custom output in our Day constrom output in our Day constromed. We are feeding to have a Scicusion early next week Tuesday or Westenday or Westenday Affer the discussion, souting with begin unful lesting a completo, a manual journal critry will be come in JDE.	You further 3 legs many beam taken asset the sat meeting taken as the sat meeting.	The agency has been provided with the agency has been provided that we were waiting on from Medimari. Dodge now needs to run an Africant at Dodge now reeds to run an Africant at no desired process for patients with no abully to pay, as well as, for clients that twee made their morthly abully to pay anounts: I will need to work with Metronart on the unand process for how this is dozene.	UPDATE ON STEPS TAKEN as of November 10, 2017
	An Additional Account Clock III was beed on November & New York Was are in the process of the area of the process of the area of the reason of the area foot colored one was not to foot colored one was not to foot colored one was not to account to the area of the time.	The IDE custom output has been tested in Dev and then was put into Production. We have used the new custom have used the new custom output affect using a Manchilay and imported the numbers from Netsmart into IDE.	As further copy have been state or see the state been state the fast mesting.	i son sell availing further training from Nedsart. Docet Mose how to write eff collections and the reports to use, this will be done on a monthly basis.	UPDATE ON STEPS TAKEN as of December 19, 2017
	The department is enoting to identify the new weathbox, as well as decommending, as well as decommending, as well as decommending, as considered to take place so that we are not dependent on any one parson.		We further again are been used to be a second to be an are been and the an are being the an entering the analysis of the analy	The base Group gave us instruction, and have be on this. NSED reviewed the statements for 2017 and believe to have writer 0.4 far what is 50 AT when the statements produced as the full statements produced as the full statements produced as the full state. This, will be reviewed again with them.	UPDATE ON SIFS TAKEN as of UPDATE ON SIFS TAKEN
	The department coverely has an eigen Account Cale spacing control and the control in Account Cale spacing forces control and account forces control and account the work completed		Me (Infres infrom settern labor serior the labor medical fits will be assisted in the Author to state moves with the lovel Group	No further action has been taken more the last needing through more than the needing. This will be assessed in the future is take remew with the load Group.	UPDATE ON STEPS TAKEN as of April 11, 2018
	The department is a sorting co- indicated by the new sorting co- well as documenting was well as documenting the reductation. (Owers' along will continue to take piece so that we are not dependent on any one parking.	The JDE custom output will continue to be used going turward.	formatical process to be documented of each by followed on a monthly basis	formalized forces to be decumented and will be followed as a migraty basis.	MEXT STEPS IN PROCESS IMPROVEMENT

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		The state of the s	IMPROVEMENT	RESOURCES NEEDED	FOR PROCESS IMPROVEMENT	July 18, 2016/ November 2. 2016	March 16, 2017 June 16, 2	June 16, 2017	October 11, 2017	November 10, 2017	December 19, 2017	UPDATE ON STEPS TAKEN as of Fabruary 20, 2018	2017 October 11, 2017 November 10, 2017 December 19, 2017 Enbruary 20, 2018 April 11, 2018	NEXT STEPS IN PROCESS
A The Department is unable to look up the real-time outstanding balance of a patient in the Clinical Services billing, writern due to current system limitations, in addition, payments received have not been recorded in the Clinical	We recommend that the new Clinical Services briting system the able to provide current balances upon request, which includes a record of all payments made on an outstanding bill. Payments should be	HIGH Mond	Monica Hooper, Division Manager: Varant, Fiscal Support Supervisor: Account Clerk Billing Staff		Outline current workflow to identify areas for process improvement; 2. In the implementation area of the implementation area of the implementation area of the implementation area of the implementation area.		On March 55t, the Department went live with Retsmart for any new services. The Excel	On March 1st, the Department went live with Hetsmart for any new services. The Excet spreadtheet will	No further action has been taken since the last enceting					
Service. Illing system since Marc 201X, and are currently bring tracked on an Excel spreadsheet. An aresult, new bolk have no be manually adjusted for payments received. The Desahtment currently larks a reconciliation of what & bring billed to what is collected don't part to three constraints. End Pg 31	2 7	Zin Zin	-Carrie Bunker, Liga Zimmer, Deb Grady		may he had a strong the costs of the pay Netsman my fuols software, evaluate outens workflow in devermine areas of improvement during to new softwares. A Re-write and implement new worldflow until thing new softwares, 4 Draft in the cost works.		spraisheet will need to be vibled for any payments telated price to March 14 services. Any services from March 14 on, unstanding balance of a patient are visible in Netsmart.	need in the utilized for any payments related prior to March 1st services. Any services from March 1st on, ourstanding halances of a patient are widther hersteart. All payments are being entered into Revisnart and a receipt will be Revisnart and a receipt will be						
	ww.c				utiliting new software, a Draft and implements olders and frozeitaries repedied in ensure process intercovement to meet recommendation; 5. Develop orgoing evolutions and revicion within policy/procedures to ensure ongoing process.			Referent and a receipt will be printed off to give to the client With Referent, you are able to see in real time outstanding balances of a patient						
In Medical Mythelegies and gravate instrument titls a net understood electronically applicate in the current of Voly Motion cancer produce a file that can be electronically applicated in the calment produced in the cancer produced with Voly 1 the Chemisterine processes of the contain Medical Widdle 7 the Chemisterine processes are contained and the cancer produced the Voly 1 the Chemisterine produced the Voly 1 the Voly	We recommend the Description in womages whether the future Chain's device is large yetter, an any set for than on New te regionsel for all types of sourcement broady chain and the property wide and intercept the objection and indepting which and intercept the objection of offers and intercept efficiency relating to the property in the collect system.	Monic Manag Suppo Accour Accour MEO Zimme	Monica Hostner, Dickson Manager, Varant, Escal Support Supervisor, Account Clork Billing Staff Carrie Runker, Ga Zimmer, Deb Grady		inje over seen a mot configuration		Michael will be breat the week of Claims were cubmiched. And 12 20th to get trough the getter of the period of the period of the period of the Michael and Michael Andonirles deprocessal from the Michael and Michael Michael Michael and Michael and Michael and Michael Michael Michael and Michael Michael Michael and Michael Mic	Claims were submitted electronically in Medical AMedicans, and If for the mount of March through 11 and Zirned at them to me determined will continue to be sent pletroin ally and no tronger one sopre 11/30 r laim forms not an onlice portal to manually onten the information	Ne fueller as then has been taken since the last meeting.					
							Support Tang							
1 The 2015 Edger was developed wherein genificant input from program stall for including Distribution Managers and Supremons, (RT, My 120) 10 The 1	Ver recommend that the Dichlank Manager, and Variew sizes. See Related in the budget readen process of the Schaumman. By including Forgatin Dichlank Managers and streption, the budget was the more collaborative, which will billion both to organi and fine and gatt for make antimed diversion about the programs. A varieties offered.	Alyssa vita Alyssa vita Drays and Hooper, D Managers	Director, Luitz, Sheile Monita Austinn	Jame Mede, County Administrato		Amperious and prelian Measure were again invalved in the 2011 budget process as in the 2014 budget process. Supervisors 2014 budget process. Supervisors and managers meeting, in the production of the process of the process of the process of the process of the process of the time for statung and review of budget to actual financial resorts.								The process of integrating Distino Managers, Supervisors and shalf in the budget process with the expanded in the 2017 badget formulations. Regionize with the budget timeline and instructions. Provideds by the Contry Administration is specific grovers, with implemented and of security and pour mission by differ- sections.
₹	Dodge County, is not unlike many other founties that	Section B	Becky Bell Director: Ja	James Mielko, County			TOTAL Day from Mills March as well made		The state of the s					
2 7	Rake Tilly surveyed in that the Human Services and Health Department does not budget for a contingency acronical Houseway was accounted.	Moniea H Manager	noper. Division	Administrator: Jule Kolp. Finance Director: Dodge			5/21 Per Itm Mielke this will not happen based on the Bodge County Budget. He is aware of							
	actional. However, we we spring obtain in this if the county which st pursue he share years. Design: This will help the Department meaning merupated for Michaelbor in revolute an expenditure in any given year. As a contin lower the use of furth, a pilote, to could be re-tablished requiring administration of could be re-tablished requiring administration.	WOI		County Board of Supervisors:			County Budget. He is aware of this and sald that it can be closed not. The County last a contingeney account but as a contingeney account but as a whole not bet department.							
2	3	HIGH Becky Br	Becky Bolf, Director, Ju	Julie Kolp Finance		his process is continuing on a		The state of the s						
	3		ooper, Division	Objector - Consultation needed to support any process improvement policies and procedure; to ensure they meen	2973-	ink process is continuing on a monthly back and thistion mannthly back and thistion Managers and Supervisors are experted to review the Actual to Budget reports.							200	Steps have been taken to realige the monthly actual to budges reports according to filesions and supervivors areas of responsibility, surther modifications will be
3.5	o ere a pri case rer innerstalization of the foreign the formation be element to Dukkon Managers, and Aupervisors.		4 # 60 00	to ensure they meet to find and other applicable accounting standards									3 v	uttre modifications will be made if nerostary

	S. All Division London	2. T result of electric states o	7. I and the the the app app app who survent common	유무지부모이
	of Managin and Supervision receive numbry for applied to the displayer for an audit. The capital to the different home of may dilute reservation straight being through must. Also, and in resource folks are only received once or extend in resource folks are only received once or forces. It first Explanation (this subgratiment folks are only to additional training and understanding are only for additional training and understanding or only for additional training and understanding.	"The transforms between when the Stampy Administrative (redward host in Chadget and waterin chadget is finalized following that it is a change or revenued by the County Administration using the county file and in October Administration using the county file and in October Administration was prefetced afternis needed by the October host in Landiand as to the recounty administration to an County Administration was prefetced afternis needed by the October host in Landiand as to the recommendation by the property of the county of the County Administration of the County Administration of the Landian (LL) of 101 (county Administration of the Landian (LL) of 101)	Shadket arrendments are approved by the Human Services or on the Human Services are unusual to the Services of the Human Services are unusual to English and the Services and the Services are unusual to the Services are unusual	NUMBER/OBSEWATON E. San mainh, the fractal and furgered Severed (bonders Mentager une approximately severed (bonders Actual require Construing of a sever (bonders to deget or Surprises). Convently, Thomas Managers and Sayare was a to trait more read-mary access on this face and severe was not great on the convention of the conven
	We economical that the Department food staff. M. M. Courbon of Freed and	We recurrenced that the original budget prepared by the Daward or west as storage of booking for the original properties of the properties of Compt Administration and the subproperties of compt at the modern partial, of the Saudi season and you the transfers and region of the Saudi season for all emissioners modernal that budget are now. We all a stocker the regist or said chapters in the budget like common and to be participated than agent and bispersonous.	We recommend that the County counter having the facility section of the county counter having the Grand Section of the counter facility before a fill self counter facility before a self-self-self-self-self-self-self-self-	RECOMMENDATION Der Wickmaß, Gunze vorwere an bahr of the growth and principle on self-and principle of self-and principle on self-and principle of self-a
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	Manu et Brouger, Dissouri	Becay Bedi Director: Alyria Schulz, Shenja Drays and Monika Hosper, Direston Munagers	James Madre, County Administrator, Design County Board of County Board of Services and results Services and results Based	NAT DEWIND FOR THE PROCESS TO THE PR
		hards Molte, County Administrator	Julie Maja France Dendro - Cervalidado Dendro - Cervalidado Dendro - Cervalidado Professor de Cervalidado Professor de Cervalidado Dendro - Cervalidado Dendro - Cervalidado Dendro - Cervalidado Dendro - Cervalidado Septembro - Cervalidado Septemb	BE ADDITIONAL SYME. BESQUEEK NIGEOUS TO INSERT, France DIRECTLY, COMMISSION INSERT OF THE STATE OF THE ST
				FOR PROCESS IMPROVEMENT
	Supervisors and manager medical so to see the medical so to see a will need as firm for train moved, and revolve of single to account manufacturing or see the see a financial reports			UPDRT ON SITE TAKEN AS AND
GENERAL TOPICS	Pero Distalan Manager a working Goody with almo Distalan Goody with almo Distalan Goody Section But Section Goody Section But Section Section But Section Section But Section	Staff wall was clearly on creating the AUT trought	Mo further updates at this time is	d pubA HE ON STEPS TAKEN AS MARCH 16, 2027
	New Montal Manager is senting Could with a Market Parison Could with the Could with a Market Parison Could with a	Mo further action has been taken since the "ast meseng	2) for Jan Media the Health Depart	UPDATE DN STEPS TAKEN as of UPDATE DN STEPS TAKEN as of James 16, 2017 Alench 16, 2017 James 16, 2017
	New District Manager is was Vity. Unity with carrier Dissour. What yet and the Dissour. What again and add on their weeks it to their bridgets. understanding of their bridgets.	The Officetor Denoming Managers, and the county dynamic state was a Cityley available in the Cityle budget process.	No further updates at the time 333 the Jun Media, the virigibit Department thourd coreer and doctrice approve the budget. This was addressed in the creator/appropried the 302 budget.	O UPDATE ON SIES TAKEN AS OF OCCOBER 11, 2017
			ve The budget. This was addressed	With Edwards and Movember 10, 2017
			n the crashov/supposed of the 507	UPDATE ON STEPS TANKIN IN O December 19, 2017
			todget	(DPDATE DASTIPS TAKEN as o Fabruary 20, 2018
				UPDATE ON SIDES TAKEN as of UP
	Failing was provided to Delique Managhri and Suprevious in the goal to mother was administration and sup- vineing a that operanded on the excellent a country and on the excellent actual to budget regulate.		This will be included with the off-their grand magnetic states of the 2017 badget.	If REST STEES IN PROCESS IMPROVMENT Restringer reserve to meet this form made Statistics of the stat

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NOTAVASSBO/BSBMUN	RECOMMENDATION	PRIORITY	STAFF IDENTIFIED FOR ADDITIONAL STAFF, PROCESS COUNTY, OTHER	_	FOR PROCESS IMPROVEMENT	UPDATE ON STEPS TAKEN as of July 18, 2016/ November 2,	UPDATE	UPDATE	of UPDATE ON STEPS TAKEN &	UPDATE ON STEPS TAKEN 46 of	of UPDATE ON STEPS TAKEN as	UPDATE ON STEPS TAKEN as	of UPDATE ON STEPS TAK	2
	We recommend a twofold approach to help		IMPROVEMENT Monica Hooper.	10	_	ZO16	Warch 16, 2017	June 16, 2017	8	November 10, 2017	December 19, 2017	February 20, 2018	Ap	April 11, 2018
2	mitgate the possible impact of an employees			Director - Consultation		instituted between the		Same cross training has begun but this will be an on-going	No change in action since the last meeting. The department	The department continues to	The department continues to	The department continues to	_	The department continues to
reorganization that the Department recently do	absence. First, all employees should formally document their critical day to day activities in		Supervisor, Identified	needed to support any		Account Clerks and Clinical		process. The ultimate goal is to	_		procedures. This will be an on-	procedures. This will be an on-		work on documenting procedures. This will be an on-
	enough detail that someone unrelated to their		fiscal staff	policies and procedures	-	fiscal Supervisor and Audit		have each employees daily tasks	- 3					cess.
	duties would be able to perform them without			to ensure they maget		Compliance Officer have also		central location for anyone to	will be an ongoing process for					
tools and systems such as Word, Excel, JD Edwards, TCM ish	significant challenges. Second, most positions	MED		GFAC and other		done cross training. Once we		find.	the agency					
	trained to complete the tasks related to that			applicable accounting		are fully staffed we will			-	_				
	cramen to complete the tasks related to that specific position. It should also be noted that this			standards	-	proceed with further cross								
	should be a perpetual recommendation for				-	training and documentation of		_						
II as to sustain	should be a perpetual recommendation for				79	procedures and processes.								
operational activities. (#2, Pg 16) wh	whenever there is either a new procedure that													
00 1111	needs to be compreted or when employee turnover occurs.													
3. The relationship between the Human Services and Health. Wa	ducation for both program staff and	нЭІН	Resto Rail Director											
- 2	- 2	9	Alyssa Schultz, Shella				Communication is open between the Division Managers and the	No rhange in action since the last meeting.	No change in action since the fact meeting			7,00	1	
Yent,	information to the other group. This will help foster		Drays, Monica Hooper				Fiscal Support. One Weekly	S. Carrotte	Mulidian				-	
	communication between the two branches of the		Division Managers:				meeting also take place with the			_			-	
_	Department. There should also be a process in which		Vacant, Fiscal Support				Director and all three Division							
several examples of situations that would benefit from the	the cost of a service is balanced with the care of a		Supervisor				Managers Ako N-monthly there						_	
*	bed brough communication between fixed and						is a supervisor meeting in which						_	
1	organization following treatments and services						the Division Manager for Siscal		_					
	that are both fiscally responsible and in the ties:						Support works with the staff in						_	
	interess of the client						understanding their needs and							
							of the operation.						-	
banks and general ledge lattourits called "on payer" now		wou	û	Julie Kolp, Einance	77	This issue will be explored further	Process has been defined and							
3	Since the accounts are using the County's FIN and the		Hooper, Vacant, Fiscal	Director - Consultation	¥	-	halances will be reported to	*****						
_	since the Department's control		Support Supervisor, Staff in	needed to support any	co		Finance on a quarterly basis.						_	
_				process improvement	-	designed to handle client banking.								
energies the income of these individuals and places them into			_	o ensure they meet										
nese accounts. The Lounty is expected to assist the			0	GFAO and other										
protection from financial abuse. These bank arrounds are				applicable accounting										
created using the County's employes identification number				tandards						-				
(EIN) and are under the County's control. We notired that				-		•								
there are some replayed accounts which are not being														
stallements. (#5, Pg 18)													-	
ì	The state of the s													
	futies,	HISH		Julie Kolp, Finance	/Jo	Journal entries are prepared.								
adjust the original postines when errors are identified. There lacks	Journal entries posted to the general ledge		š	Director - Consultation	\$	discussed and reviewed with			_					
	by contents other than the serious procedure and approved		_	needed to support any	de	appropriate documentation to								
	entry. The approval should reclude a review of this		coentined riscal state	process regardovement	Jus	support the entries being scanned								
adeat review of	supporting information used to develop the journal		0.00	to socure they meet	100	into nie director.				-				
	entry, and this review should be documented. We		9	GFAO and other										
reco	ecommend that the Tiscal and Support Services		16	pplicable accounting			_							
UWA.	Division Manager review all journal entries posted by	_	*	standards										
0.77	other employees, and the journal entries posted by												-	
	ters recarding support services proposed Manager be teniewed by the Finance Department.													
8	Discontinue all use of the Director's signature stamp	700	Becky Bell, Director:		***************************************			The second secon			-			
	to reduce potential risks and lack of controls	>	Monica Hopper, Division	_										
. Œ		,	Manager	_									_	
note efficient by affowing employees to stamp the Director's													-	
approval or certain documents. Some examples of what the Director cistamo is used for Include appropriate source for		MED												
purchase orders for medical prescriptions, foster care	·													
certification and thank you letters. [#d. Pg 17]														
	recommend that the Eleval and S					REVENUES AN	REVENUES AND ACCOUNTS RECEIVABLE - GRANTS	GRANTS						
	We recommend that the Fiscal and Support	0	Division Menager		/ A	A review and update of this	The staff will look into creating	Any spreadsheets that have been	This is and will be continued to			With the calculation of the calc		
ations	Services Supervisor limit the manual input of	2	Monica Hooper,		0.00	-	Superior	created soins forward, all				This is and will be continued to	This is and will be continued to	be continued to
_	information into calculations by utilizing the	<	Vacant, Fiscal Support		1 2	8	emoendes for 2017	created going lorward, all			Š	be improved upon and making	be improved upon and making	pon and making
ng and	formula and linking capabilities of the	<u></u>	Supervisor			ther emiciencies and ERP		- 3				sure that notes are in the	sure that notes are in the	are in the
	spreadsheets. We also recommend that the					further options for grant		scarse out and attached was all		as well	as well	as well	document/spr	document/spreadsheet as well
2	Department investigate if the current system, for				rep	reporting		required for backup and	and the state of t	as instructions treated.	as instructions created	as instructions created.	as instructions created	created.
grand are or integrated with the general legger in particular	fulure systems) may allow reports to be written	MED					_	understanding by all.					_	
_	Calculations rather than using manual												-	
ã	calculations. See also grant recommendation		-			_								
	Lacurations See 3150 grant recommendation		_	_										
	Nor four (d) related to an independent	_												
	number four [4] related to an independent review	_												
	number four (4) related to an independent review of the grant reports that are submitted by the													

OPERATIONAL REVIEW	BAKER TILLY	

April 11, UIB							BAKER TILLY OPERATIONAL REVIEW							Human Services and Health Departme Status Review Working Ducume
NUMBER/OBSERVATION	RECOMMENDATION	PRIORITY	STAFF IDENTIFIED FOR PROCESS	ADDITIONAL STAFF, COUNTY, OTHER RESOURCES NEEDED	INITIAL STEPS (MOENTIFIED FOR PROCESS IMPROVEMENT	TAKEN as of wember 2,	UPDATE ON STEPS TAKEN as of March 16, 2017	WPDATE ON STEPS TAKEN as of UPDATE ON STEPS TAKEN AS OF UP	UPDATE ON STEPS TAKEN as of October 11, 2017	UPDATE ON STEPS TAKEN as of November 10, 2017	UPDATE ON STEPS TAKEN as of December 19, 2017	UPDATE ON STEPS TAKEN as of February 20, 2018	UPDATE ON STEPS TAKEN as of April 11, 2018	NEXT STEPS IN PROCESS
The Experiment II Inconsistant with recenting unex- table Spents are not accorded as recorded as of the ALS Spents are not accorded as recorded as of the Basic Answers, rather Operations (assign Assistance, and sping are accorded monthly. All grates are accorded as found when recent that special of the other Worsonic Countos worwered as a part of this project so not report accorded worwered as a part of this project so not report accorded worwered as a part of this project so not recorded on a worwered as a part of this project so not recorded on an accombly particular solution worked as a part of this project so not recorded on an accombly particular according to particular part	for matthly reporting, we recommend that plants with all recorded country woring, all grants. We also recommend that no Payal ment, the plants were proposed to the plants and more targets the use of the Difference Automation reconstituting accounts for a monthly or small basis and could reside the risk of errors due to more research.	IOW	à			Disease the Maternard Employers In Accounts for 2015 were frequented for well move in recorded in your one bibliotics of the Account in Finsk All process will conceive and of the Account in 16 Dec. 2004 (or want and 60 Account in 2004 (or want and 60 Accounting principles are being constituting principles are being constituting principles are being constituting principles.	Accruals for 20.6 were recorded in year and balances. This will process will continue ground and continue ground forward and GAAP used.	Finance worked to train Human Sources on mow to create improves and then how to apply the cash to the impokes. Thu started for 2017	No diange in action since the last meeting.	No charge in action since he last meeting, I would consider this coast.	No change in action since the last menting, I would consider the dozed.	No change in action since the lax meeting, I would coroider this closes.	e the nsider	METHODA is and will continue to use the AR System in D. Edwards to improve fiscal reporting on grants
3. The Department uses approximately 25-20 receivables Watcounts in the County's general larger yearn. Name Jacounts are used through the year, and some are all calculations are used through the year, and some are described for the year and Desailed receivable list that receivable to the general larger us on materials of local that Desailed receivable spars of local that Desailed Services are some and an included that the property of the County o	We recommend this Department consider reducing the number of believe sheet cerevable scounts storig violated.	WO	Division Manager Monita Hooper, Vacant, Fiscal Support of Supervisor	Jule Kolp, Finance Director - Consultation needed to support any process improvement process my oceaned policies and procedures to excure they meet GEAO and other applicable accounting standards				With the implementations of using Nor change in action since the Ast, Numan Services will be sown but meeting to 2 As accounts (Vetern as and Venchesterar)	No charge in action since the last meeting	No dange in action since the last reading. I would consider this closed.	No dwage in action since the fast investig: I would covaider this closed.	No change in action since the tast meeting. I would consider the closed	No change is action since the leaf meeting I would consider the closed	
The Head and Support Service Division Manager and with the support of the support	We recombined that comes and the propose or serve had a practice and semiconstructed by propose or serve had a practice and semiconstructed the propose of serve had do not a constructed. I then had been constructed to the had a server had semiconstructed and semiconstructed to the server had been and server had all the analysis of the server had all the server had all the analysis of the server had all the analysis of the server had all the analysis of the server had all the server had all the analysis of the server had all the server ha	нен	Direken Mahaget Monica Hauper, Vacant, Incal Support Supervisor				The fiscal support suprevious is pregating the financial reports and the fiscal support Manager foreviously the reports for a better internal cuntrol planers.	With the disparture of the field supernoot, the disease manager has been required, the disease at entire. With the new list of tupernoot water go manager to supernoot will be present to supernoot will be present of the disease; the process will be referred to the control of the disease; the required to be a before integrals out to a before integrals control or required to a before integrals control or required to a before integrals control.	The Istal Support Supervisor is preparing the financial reports could the Sisk Disaport Manager is constituted to the profession of internal control process.				2.7.0.7	inited listal staff and decollines for grant claims with make this Challenging. We will seek to feeline and approve grant rembursement request controls
Se Wolfch a displace at het este level to breig abstraced foreign the less time of the victorian in less beautiful and the property distinger to the state of the victorian in less state	re if the rew graphic stem aton stem aton biscal have be new re n	NOT	Monte Hospet, Delica											
I the execute participant of the chem by outside provision and language to provide a proposed size a production and on form. Bodd of the moutes, a proposed size a production and on the chem of the c	We understand that the finantment also pre- attro-cation forms for discover, a week as to make expect of the particular depression status in a placebillar levels in the category of the category of the makes, and also greater recently a few and a surprise of the category of the category of the levels with its may see the scalary costs. May be review unto have been also scalar poor, but the levels with the level of the particular depth and the few births of the president of the particular depth and the few births or president of the particular particular the LLL and make and the services included at these destinations.	MED	Bei v seit, bescher Moze, debyer, bereit Moze, de Veget (Feue Stephen Kepterson) Stephen Kepterson Und au de Veget (Feue			We have requested and received making makes with an incident stamp from the control of the contr	DESIDERATION FOR COMMUNICATION	No change is actival much that and morting	And I hadge or exclusioners (No leaf				V7AS	We will rever the points used for memory world by the form of the

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Deposits air now being mate on a week halfs						BECEPTING .			Niscon Fiscal (Manica Hooper, Division Manager, Vacant, Fiscal Support Supervisor, Supervisor, identified Biscas staff	We recommond that deposits to mappe at least on a weekly task and seen more it equently if there are large amounts of money energies (such as a good relimbursement checks or large sums of cash.	Deposits, excluding those related to Public Health and Williams and Command business, are generally recorded on a bin mandab busin, we Deposit the remain forced any availors collection stee before the being deposited with the Treasurer (#1, bg 26)
						Policy malner (2017) (it shause freelings man and Large-man and Large-man and Large-man and Large-man and Large-man and Large-man (it is it is i			Sheri, Sherina Freak W	Bacy and Director. Makes severe Town of Manager Variant Face Support Supervisor.	We recommend that his becautement update is resultive an exercise from business reports on the register of descriptions that need to be included in the militage remonstrations. One commentation has the most proposed are produced for a non-businesse, and for most proposed are produced for the months report for most proposed are produced for the commentation for most produced for the commentation for the most produced for the commentation and the businesses reason for the makes being coursed off the day being purchased, and conference and content of the content of the makes being channels.	When always (with contents from any contents) of the property of the contents of the property of the contents
A new process is been granded as an experience of some transport o									E treat	Lawrence (Lawrence). Lawrence	on additional tools of language and to be con- actional to code all cell days are produced as a pro- train the Edward Manageri on love in accounting other presidents. We also commend the Justice Committee continue to page one Systems and lead credit are Typichage to severe the visions on one or the produces to exempt the visions on one or in professional to purchase it is expected and the Department.	8 x 8 0 3 3 3 7 7 7 7
An analyse of the year of the call of the analyse of the year of the years of the y				The Determine with the contrasts of the	Harman Newset and life to recovering the data of and an above the data in own Australia Control of the Control of the Control of the Australia Con		user hours or discovered to the control of the cont	The control of the co	Dispersion and the second of t	wo	The area of the control sharing the annual of the call bury charged to the Department of any print of deficient on the print of the Department of control than the purposal system.	- 7 2 3 3
ON STEPS TAKEN as of NEXT STEPS IN PROCESS April 11, 2018 IMPROVEMENT	UPDATE ON STEPS TAKEN as of UPDATE ON STEPS TAKEN as of February 20, 2018 April 11, 2018	UPDATE ON STEPS TAKEN as of UPD December 19, 2017	UPDATE ON STEPS TAKEN as of UPDATE ON STEPS TAKEN as of UPDATE ON STEPS TAKEN as of October 11, 2017 November 10, 2017 Rovember 10, 2017		UPDATE ON STEPS TAKEN as of UPDATE ON STEPS TAKEN as of March 16, 2017 June 16, 2017			-		PRIORITY	RECOMMENDATION Per our discussion with the IT Director, it is possible to	NUMBER/OBSERVATION Their are various program staff in the Department who

trative all the all the creeks.	NUMBER/OBSERVATION 2. When cath and the ker are received, and the ker are received.
common of the data and the department container that and the data and	RECOMMENDATION
Monrea Heaper, Donald Fred Manager, Vacult Fred A Support Supervisor, Island Berlin Manager, Vacult Fred A Supervisor, Island Berlin Manager, Island Berlin Mana	PRIORITY PRI
Manuel Politico (Manuel Politico) Manuel Politico (Manuel Politico) (Manuel Politico	STAFF IDENTIFIED FOR ADDITIONAL STAFF, PROCESS COUNTY, OTHER IMPROVEMENT RESOURCES NEEDED
	ADDITIONAL STAFF, COUNTY, OTHER RESOURCES NEEDED
	INITIAL STEPS INDENTIFIED OR PROCESS IMPROVEMENT
	INITIAL STEPS INDENTIFIED JUPDATE ON STEPS TAKEN as of FOR PROCESS IMPROVEMENT July 18, 2016/ November 2, 2016
	UPDATE ON STEPS TAKEN as of March 16, 2017
	UPDATE ON STEPS TAKEN as of June 16, 2017
	UPDATE ON STEPS TAKEN as of October 11, 2017
	UPDATE ON STEPS TAKEN as of November 10, 2017
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There's way after dualitation of four in the sea said the considered of the four in the sea said the considered of the four in the sea said the considered of the sea said the sea sea sea sea sea for process for a superior	NEXT STEPS IN PROCESS IMPROVEMENT

BAKER TILLY OPERATIONAL REVIEW

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