



State of Florida
Department of Children and Families

Ron DeSantis
Governor

Chad Poppell
Secretary

DATE: September 25, 2019

TO: Chad Poppell
Secretary

FROM: Keith R. Parks
Inspector General

SUBJECT: Six-Month Status Report for Auditor General Report No. 2019-186
Compliance and Internal Controls Over Financial Reporting and Federal Awards

In accordance with Section 20.055(6)(h), Florida Statutes, enclosed is our six-month status report on Auditor General Report No. 2019-186, *State of Florida - Compliance and Internal Controls Over Financial Reporting and Federal Awards*, dated March 2019.

The Department provided updates to five findings and recommendations. Corrective actions for Findings # 2018-003, # 2018-024, and # 2018-026 are reported as partially implemented by Public Benefits Integrity, Information Technology Services, and Economic Self-Sufficiency, respectively. Economic Self-Sufficiency reports that corrective actions for Finding # 2018-027 are fully implemented. Revenue Management reports that corrective actions for Finding # 2018-025 have not been corrected.

If I may be of further assistance, please let me know.

Enclosure

cc: Melinda Miguel, Chief Inspector General, Executive Office of the Governor
Kathy DuBose, Staff Director, Joint Legislative Auditing Committee
Patricia Babcock, Deputy Secretary
David Mica, Chief of Staff
Tony Lloyd, Assistant Secretary for Administration
Taylor Hatch, Assistant Secretary for Economic Self-Sufficiency
Julie Madden, Chief Information Officer
DaMonica Smith, Communications Director
Samantha Perry, Audit Manager, Florida Auditor General

KP/SM/ej

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Mission: Work in Partnership with Local Communities to Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and Advance Personal and Family Recovery and Resiliency



**OIG – Internal Audit
 Corrective Action Status Report
 State of Florida - Compliance and Internal Controls
 Over Financial Reporting and Federal Awards
 Auditor General Report No. 2019-186, Issued March 28, 2019
 As of September 25, 2019**

Finding No(s). (1)	Program/Area	Brief Description	Status of Finding	Comments
2018-003	Public Benefits Integrity	The FDCF did not submit the required Federal Financial Reports to the United States Department of Agriculture (USDA).	Partially Corrected (A)	<p>Florida's FNS-209 is fixed. The program is working with FNS to submit the corrected reports. The Department reconciled the incorrect FNS 209 reports to the new reports that were generated after the Integrated Benefit Recovery System (IBRS) changes and upgrades. FNS is working to resolve technical issues regarding the incorrect historical balances in their system.</p> <p>On April 9, 2019, the Department had a conference call with the USDA FNS Southeast Regional Office (SERO) to discuss submission of the corrected FNS-209 reports. The Department informed FNS SERO that we have the corrected reports, and we needed guidance on how to submit the reports and determine how many quarters of the corrected reports are required. FNS SERO will work with the USDA FNS National Office for further guidance and contact us once a determination has been made. The Department manually submits the FNS-209 reports and is waiting for guidance from FNS SERO on how to transmit the corrected reports.</p>

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Finding No(s). (1)	Program/Area	Brief Description	Status of Finding	Comments
2018-024	Information Technology	Information technology controls for the Florida Online Recipient Integrated Data Access (FLORIDA) System disclosed in our information technology operational audit report No. 2019-022, need improvement.	Partially Corrected (B)	<p>A process change/enhancement requires the program office to develop and approve the plan. Pilots of the Security Audit System are still ongoing with additional regions going live at their respective times. Determined through research, users with the same security profile would not be able to make table changes and then have those changes migrated to the production region. A production table change requires several promotional builds by our QC team, including a Clear Quest ticket requiring approval by several different areas within the Department. With this additional information, we would like to request this finding be reviewed again by management staff for closure. The FLORIDA mainframe has now been incorporated into the LogRhythm application, further enhancing the process of prohibiting inappropriate use of the ACCESS systems.</p> <p>Re: Auditor General Report No. 2019-022.</p> <p>Finding 2: Currently, the Department meets the recommendation for this finding. Completed.</p> <p>Finding 3: Change Control Board Process has been updated and published in SOP C-37, Change Management Process (2019). Completed.</p> <p>Finding 4: On January 7, 2019, the User Account Verification Application (UAVA) review began as a pilot in the Suncoast Region. As of September 24, 2019, it has been scaled out to all Regions, Facilities and Headquarters, with the review end date planned to be September 27, 2019. As of September 24, 2019, 7005 of 7017 total FLORIDA accounts have been reviewed by direct supervisors for correctness as to user information and appropriateness regarding user access privileges. Partially Completed.</p> <p>Finding 5: As of September 24, 2019, the UAVA pilot has been made available to all DCF Regions, Facilities, and Headquarters, with September 27, 2019 as the review completion date for all regions. Completed.</p> <p>Finding 6: The ability for a security officer to access the Table Change portion of the mainframe and create a separate ID has been removed since May 2019, by ACCESS Team. Completed.</p> <p>Finding 7: ACCESS Team has the SIEM tool installed, and up and running. Now that the tool has been operationalized, its performance continues to be monitored and adjusted as needed. Completed.</p>

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2018-025	Revenue Management	FDCF expenditures charged to various Federal program grants were not always incurred during the authorized period of performance.	Not Corrected (C)	<p>Revenue Management and Accounting and Finance are still developing processes to address period of performance issues.</p> <ol style="list-style-type: none"> 1. Developing quarterly reconciliation processes for provider grant-type contracts with our Community-Based Care as well as Managing Entity Partners. 2. Identifying/developing salary adjustment processes for payrolls that cross state fiscal years. 3. Identifying/developing purchase order processes, data needs in FLAIR, and other accounting related activities. <p>We anticipate implementing these processes by December 31, 2019.</p>
2018-026	Economic Self-Sufficiency	The FDCF did not always timely review and process Income Eligibility and Verification System (IEVS) data exchange responses.	Partially Corrected (D)	<p>In March 2019, the Department reconvened a statewide Case Maintenance Unit (CMU) workgroup, which meets regularly to develop and assess process improvements to facilitate the timely and correct processing of IEVS data exchange (DE) responses. The workgroup is working to eliminate the priority DE backlog as well as implement an action plan statewide by October 31, 2019, to ensure all DE responses are processed within the prescribed timeframes. As of September 17, 2019, the backlog of priority DEs has been reduced by 76% since the start of the project.</p>
2018-027	Economic Self-Sufficiency	The FDCF could not always demonstrate that Florida Department of Revenue (FDOR) Child Support Enforcement (CSE) sanction requests for uncooperative TANF recipients were received and reviewed or appropriately imposed.	Fully Corrected (D)	<p>Regarding the two sanction requests that the Department did not receive, the Department created a file that is sent daily to FDOR, and uses it to troubleshoot issues as they occur.</p> <p>For the two sanction requests that were not appropriately imposed, eligibility staff at the local sites resolved the issues on June 28, 2019. A TANF CSE sanction refresher training, with an emphasis on the timely termination of the TANF benefit and correct completion of the eligibility system screens to impose the sanction, will be conducted.</p>

Name and Title of Responsible Official(s) (A) Andrew McClenahan, Director, Public Benefits Integrity
 (B) Bonny Allen, Information Security Manager, Information Technology Services
 (C) Mark Mahoney, Staff Director, Revenue Management
 (D) Maggie Mickler, Director, Economic Self-Sufficiency