September 25, 2012

MEMORANDUM

TO: Marshall Stranburg, Interim Executive Director

FROM: Sharon Doredant, Inspector General
       Office of Inspector General


As required by Section 5(g), Florida Statute 20.055, attached are the Department’s six-month status updates for corrective actions taken in response to the Auditor General’s Report No. 2012-142, State of Florida Compliance and Internal Controls Over Financial Reporting and Federal Awards.

If you have any questions, please contact me at 617-8152.

SD/lh

Attachment

cc: Blanca Bayo, Chief of Staff
    Kathy DuBose, Staff Director, JLAC
    Kathryn Walker, AG
**Finding**

**No.** FA 11-52  
**Date** 3/30/2012  
Deficiencies continued to exist regarding the timeliness of FDOR's establishment of support obligations or commencement of proceedings to establish support obligations and, if necessary, paternity.

**Recommendation**

To ensure that paternity and support obligations are processed within the required time frames, we recommend that FDOR develop a process or mechanism to alert staff of impending deadlines.

**Original Response**

The Department has implemented a new computer system that will assist workers in meeting the required timeframes. The system proactively identifies cases needing actions and provides reporting capability for staff to monitor progress on cases.

**Status Updates**

- 08/31/2012: The CAMS system proactively identifies cases needing actions to establish paternity and/or support orders. The CAMS system also provides a reporting capability. Recommend closure of this finding.
<table>
<thead>
<tr>
<th>Status Date</th>
<th>Report No.</th>
<th>Report Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/31/2012</td>
<td>2012-142</td>
<td>Compliance and Internal Controls Over Financial Reporting and Federal Award</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Program/Process</th>
<th>Contact Person</th>
<th>Phone/No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Support Enforcement</td>
<td>Mel Hedick, Process Manager</td>
<td>(850) 617-8065</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Activity</th>
<th>Accountability</th>
<th>Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provision of Child Support Services for Interstate Cases</td>
<td>Responsible Unit: N/A</td>
<td>Coordinating Unit: N/A</td>
</tr>
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<table>
<thead>
<tr>
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<tr>
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Deficiencies continued to exist for interstate cases regarding the provision of required child support services within specified time frames.

Recommendation:

We recommend that FDOR develop a process or mechanism to alert staff of impending deadlines to ensure cases are processed, referred, and responded to within the required time frames.

Original Response:

The Department is in the process of implementing a revised interstate process on a new computer system that will assist workers in meeting the required timeframes. The system, when the revised process has been implemented, will proactively identify cases needing actions and provide reporting capability for staff to monitor progress on cases.

Status Updates:

- Open
- Management assumes risk
- Partially complete
- Complete pending
- Verification by OIG
- Complete

08/31/2012:

The CAMS system proactively identifies interstate cases requiring actions. The interstate reporting function is in the developmental stage, however staff receive tasks that are used to manage the progress of the case.
<table>
<thead>
<tr>
<th>Finding No.</th>
<th>Finding</th>
<th>Recommendation</th>
<th>Original Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>FA 11-10</td>
<td>FDOR’s contract with a service provider did not include provisions requiring the provider to deliver to FDOR an independent service auditor’s report describing the provider’s internal controls and opining on the effectiveness of those controls related to the collection of data for unemployment taxes.</td>
<td>We recommend that FDOR include in the new contract, provisions for an independent service auditor’s report on internal controls.</td>
<td>The requirement for an SSAE 16 will be included in the contract which is anticipated to be executed in June, 2012. The contractor awarded will have up to one year for full implementation.</td>
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<tr>
<td>☉ Complete</td>
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</table>

This provision has been included in the requirements stated in the ITN to be released pending completion of several other ITNs that have priority for development based on available resources. We are currently investigating the option to request this provision from our current vendor prior to release of the ITN.