




Interim
Executive
Director
Marshall Stranburg

September 25, 2012

MEMORANDUM

TO: Marshall Stranburg, Interim Executive Director

FROM: Sharon Doredant, Inspector General 
Office of Inspector General

SUBJECT: Six-Month Update on Auditor General Report No. 2012-142, State of Florida Compliance and Internal Controls Over Financial Reporting and Federal Awards

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

CORRECTIVE ACTION PLAN

Rev. 11/04

Status Date	Report No.	Report Title		
08/31/2012	2012-142	Compliance and Internal Controls Over Financial Reporting and Federal Award		
Program/Process				
Child Support Enforcement				
Contact Person				Phone No.
Mel Hedick, Process Manager	CSE Management			(850) 617-8065
Activity	Accountability		Schedule	
Establishment of Paternity and Support Obligations	Responsible Unit	Coordinating Unit	Repeat Finding	Anticipated Completion Date
	Resource Management	N/A	Yes	January 9, 2012
Finding	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.			
No.	FA 11-52			
Date	3/30/2012			
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.			
<input type="checkbox"/> Open <input type="checkbox"/> Management assumes risk <input type="checkbox"/> Partially complete <input checked="" type="checkbox"/> Complete pending verification by OIG <input type="checkbox"/> Complete				

Status Date	Report No.	Report Title		
08/31/2012	2012-142	Compliance and Internal Controls Over Financial Reporting and Federal Award		
Program/Process				
Contact Person	Child Support Enforcement		Phone No.	
Mel Hedick, Process Manager	CSE Management		(850) 617-8065	
Activity	Accountability		Schedule	
Provision of Child Support Services for Interstate Cases	Responsible Unit	Coordinating Unit	Repeat Finding	Anticipated Completion Date
	Resource Management	N/A	Yes	March 1, 2012
Finding				
No.	FA 11-53			
Date	03/30/2012			
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				
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.				
<input checked="" type="checkbox"/> Open <input type="checkbox"/> Management assumes risk <input type="checkbox"/> Partially complete <input type="checkbox"/> Complete pending verification by OIG <input type="checkbox"/> Complete				

CORRECTIVE ACTION PLAN

Rev. 11/04

Status Date	Report No.	Report Title		
	2012-142	Compliance and Internal Controls Over Financial Reporting and Federal Award		
Program/Process				
Contact Person	General Tax Administration		Phone No.	
Barbara Johnson	GTA Management		(850) 717-6906	
Activity	Accountability		Schedule	
Return & Revenue Processing	Responsible Unit	Coordinating Unit	Repeat Finding	Anticipated Completion Date
			Yes	
Finding				
No.	FA 11-10			
Date	3/30/2012			
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.				
Recommendation				
We recommend that FDOR include in the new contract, provisions for an independent service auditor's report on internal controls.				
Original Response				
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.				
Status Updates				
<input checked="" type="checkbox"/> Open <input type="checkbox"/> Management assumes risk <input type="checkbox"/> Partially complete <input type="checkbox"/> Complete pending verification by OIG <input type="checkbox"/> Complete				
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.				