



September 12, 2013

RICK SCOTT
GOVERNOR

Kathy DuBose, Coordinator
Joint Legislative Auditing Committee
111 West Madison Street
Tallahassee, Florida 32399-1400

Dear Ms. DuBose:

Pursuant to Section 20.055(5)(h), Florida Statutes, please find our six-month status report on the Auditor General's Public Assistance Eligibility Determination Process at Selected State Agencies, Operational Audit, Report number 2013-133.

If you have any questions concerning this status report, please contact me at 414-2117.

CHARLES T. CORLEY
SECRETARY

Sincerely,

A handwritten signature in black ink that reads "Tabitha McNulty". The signature is written in a cursive style.

Tabitha McNulty
Director of Internal Audit

Enclosure

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**Florida Department of Elder Affairs
Office of Inspector General**

**Six-Month Follow-up Status for the Auditor General's Report Number 2013-133
Public Assistance Eligibility Determination Operational Audit**

PROGRAM UPDATE

Finding #	1
Finding Title	Process Improvement Opportunities
Finding Statement	The efficiency of the State's public assistance eligibility determination processes could be improved. We found that for several programs, identifying information, such as social security numbers, was not always required, no documentation was required in support of significant applicant-reported information, and some processes were duplicated by administering State agencies.
Status Date	August 2013
Report Date	March 2013
Contact Person	Marcy Hajdukiewicz
Program/Unit	Division of Statewide Community-Based Services
Phone Number	850-414-2308
Recommendation	We <u>recommend</u> that the State consider requiring all applicants to submit common background information, including, but not limited to, social security numbers and documentation in support of certain representations made in public assistance applications, such as, for example, the applicant's identity. We also recommend that the Legislature require the Department of Children and Families (DCF), with the cooperation of other agencies of State government, to conduct a study of the feasibility and cost-effectiveness of the centralization and consolidation of the public assistance application and eligibility determination processes.
Program Response as of February 21, 2013	The Department defers corrective action to DCF due to DCF handling the Medicaid (i.e., financial) eligibility process that limits whether an individual will receive Medicaid services. The Department will cooperate with DCF concerning any necessary changes made in DCF's eligibility processing.
Current Status	As stated above, the Department will cooperate with DCF concerning any necessary changes made in DCF's eligibility processing. DCF is revising and updating their system.

**Florida Department of Elder Affairs
Office of Inspector General**

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Public Assistance Eligibility Determination Operational Audit**

PROGRAM UPDATE

OIG Position	<p>The Office of Inspector (OIG) agrees with the current status of the recommendation and determines that the recommendation:</p> <p><input type="checkbox"/> will remain open and the OIG will follow-up in six months.</p> <p><input type="checkbox"/> is partially complete and will remain open. The OIG will follow-up in six months.</p> <p><input checked="" type="checkbox"/> is complete and the OIG will no longer follow-up on this.</p>
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Public Assistance Eligibility Determination Operational Audit**

PROGRAM UPDATE

Finding #	2
Finding Title	Record Inconsistencies
Finding Statement	Our review of enrollment in 42 of the selected public assistance programs during the month of December 2011 disclosed that 43 percent of the recipients were enrolled in at least two programs. For a selection of these recipients, we compared the information shown in the records of each of the administering agencies and found numerous instances in which the information shown in the records of one agency, concerning such matters as employment status, household income, family size, and participation in other public assistance programs, differed from that shown in the records of other agencies. Such differences, in some instances, may indicate the existence of fraud or record errors which could result in improper payments.
Status Date	August 2013
Report Date	March 2013
Contact Person	Marcy Hajdukiewicz
Program/Unit	Division of Statewide Community-Based Services
Phone Number	850-414-2308
Recommendation	We <u>recommend</u> that State agencies examine the feasibility of sharing data and performing additional matches in order to identify and resolve inconsistencies in recipient information.
Program Response as of February 21, 2013	The Department defers corrective action to the Department of Children and Families (DCF) due to DCF handling the Medicaid (i.e., financial) eligibility process that limits whether an individual will receive Medicaid services. The Department will support efforts made by DCF to share data and perform any necessary additional matches in order to identify and resolve inconsistencies in recipient information.
Current Status	As stated above, the Department will support efforts made by DCF to share data and perform any necessary additional matches in order to identify and resolve inconsistencies in recipient information. DCF, Social Security Administration, and Agency for Health Care Administration would all need to coordinate first, and then bring in additional agencies, such as Department of Health, Agency for Persons with Disabilities, and Department of Elder Affairs. DCF is revising and updating their system; therefore, until this is completed, the corrective action cannot be implemented.

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PROGRAM UPDATE

OIG Position	<p>The Office of Inspector (OIG) agrees with the current status of the recommendation and determines that the recommendation:</p> <p><input checked="" type="checkbox"/> will remain open and the OIG will follow-up in six months. <input type="checkbox"/> is partially complete and will remain open. The OIG will follow-up in six months. <input type="checkbox"/> is complete and the OIG will no longer follow-up on this.</p>
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