



August 23, 2021

MEMORANDUM

TO: Jim Zingale, Executive Director

FROM: Angie Welch, Inspector General

AWJ

SUBJECT: Six-Month Update on Auditor General Report Number 2021-100, Operational Audit: Department of Revenue Child Support Enforcement and Prior Audit Follow-up

As required by section 20.055(6)(h), Florida Statutes, attached is the Department's six-month status update for corrective actions taken in response to Auditor General Report Number 2021-100, Operational Audit: Department of Revenue Child Support Enforcement and Prior Audit Follow-up.

The Child Support Program (CSP) and the General Tax Administration (GTA) program provided updates on actions taken to correct the following two findings:

Finding 1: The Department did not always timely establish administrative support orders.

Status: Closed

CSP implemented a periodic report to identify administrative final order actions that exceed an expected processing timeframe. Procedures were updated to add required actions to ensure timely final order processing.

Finding 2: As similarly noted in our report No. 2017-148, the Department did not always ensure that overpayments of tax were timely refunded.

Status: Partially Complete

GTA Refund Management implemented a timeliness measure for refund auditors beginning July 1, 2020. This measure requires refund auditors to provide timely notice, if necessary, to assigned cases 93 - 95.49% of the time to meet expectations.

GTA Refund Management has also entered a work request (#17640) for the Department's System for Unified Taxation (SUNTAX) to route any return-based corporate income tax refunds to the Refund section for review first, rather than to

the Return Reconciliation section (as is current process). This change is intended to reduce the time between initial filing of the return and assignment to the refund auditor, thus improving timely notification of taxpayers. GTA anticipates having this system change completed by October 31, 2021.

For additional information about the findings, recommendations, and corrective actions, please contact me at (850) 617-8152, or Marie Walker at (850) 717-7598.

AW/mw

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