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Executive Director

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James S. Hartsell
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The Capitol, Suite 2105
400 South Monroe Street
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Subject: Six-month status update, Auditor General Report 2023-089; Operational Audit: Nursing Home Staffing and Time and Attendance Records and Prior Audit Follow-Up.

Dear Mr. Hartsell:

This letter is to provide you with the six-month status update, pursuant to Florida Statute 20.055(6)(h), of the Florida Department of Veterans' Affairs' (FDVA) corrective actions to the findings of the Auditor General Report 2023-089, Nursing Home Staffing and Time and Attendance Records and Prior Audit Follow-Up Operational Audit. Please contact me if you should need any further information.

Sincerely,

David M. Marzullo
Inspector General

Cc: Joint Legislative Auditing Committee

Finding 1: Nursing Home Employee Meal Breaks and Time Records

Recommendation: We recommend that Department management take steps to promote nursing home employee compliance with taking and recording required meal breaks and enhance controls, including supervisor training, to ensure that adjustment forms are completed and document supervisor approval for all employee WebClock time adjustments.

Agency Response/Corrective Action Plan:

FDVA Homes Program P&P 5502 has been reviewed. All staff that clock in on Web Clock will be in serviced and be provided a copy of the policy with the adjustment form. Completing of this training for all homes will be by Feb. 1, 2023.

Agency 6 Month Follow-up Response/Corrective Action Plan:

All FDVA Home's HR/Inservice Director have in serviced all staff with a copy of the P&P provided to each regarding clocking in on Web Clock and requirement of P&P 5502.

Finding 2: WebClock User Access

Recommendation: We recommend that Department management strengthen controls to ensure that WebClock user access privileges are deactivated immediately upon a user's separation from Department employment.

Agency Response/Corrective Action Plan:

Pursuant to 5030.622 Enterprise Data Strategy and Governance, effective August 8, 2022, multiple levels of data governance are practiced. Data Owners (DO) are responsible for ensuring that information within their data domain of all Software as a Service (SaaS) solutions are governed across the systems and the FDVA. Data Stewards (DS) are responsible for the day-to-day management of the data, including account provisioning and deprovisioning at each location for all SaaS solutions. The IT department has automated the provisioning and deprovisioning of FDVA network account access through a web form that executes within seconds, which is immediate. For FDVA network account provisioning, a welcome letter of new credentials is sent immediately. For FDVA network account deprovisioning, the account is immediately disabled and is deleted after 180 days.

We have in-serviced all Homes HR Directors regarding employee separation that their user privileges will be deactivated immediately.

Agency 6 Month Follow-up Response/Corrective Action Plan:

Completed in-serviced for all Homes HR Directors/In-service Directors regarding employee separation that their user privileges will be deactivated immediately.

Finding 3: Non-Competitive Contract Procurement

Recommendation: We again recommend that Department management take steps to ensure that commodities and contractual services are procured in accordance with State law. In addition, Department management should ensure that decisions to noncompetitively procure commodities and contractual services are clearly documented, demonstrate compliance with State law, and evidence the economical reasonableness of the purchases.

Agency Response/Corrective Action Plan:

FDVA's Purchasing Director will be in servicing all homes in February 2023 on proper procedures on procuring commodities and contractual services and proper documentation.

Agency 6 Month Follow-up Response/Corrective Action Plan:

Yes, in service training was provided by Scott Gerke for all NHA and Storekeeper regarding purchasing process on our Administrator Thursday call.