

DEPT. OF SENIOR SERVICES RESPONSES TO MULTIPURPOSE/ADP FACILITIES' 2018 AUDIT FINDINGS

FINDINGS AND RECOMMENDATIONS – (Adult Day Program Area)			
FINDINGS/ DESCRIPTION:	AUDIT DEPARTMENT'S RECOMMENDATION:	DEPARTMENT OF SENIOR SERVICES ACTION ITEM:	COMPLETION DATE:
<p>Findings #1:</p> <p>Failure to comply with cost sharing guidelines</p>	<p>We recommend that Adult Day Program Coordinators review and update each participant's financial information each year and are certain that the cost sharing determination is made using the most up-to-date sliding fee scale.</p>	<p>The Department of Senior Services Adult Daycare Program charges a \$35.00 daily private pay rate.</p> <p>An income worksheet is completed on all participants at the time of the admission assessment. If an applicant cannot afford the \$35.00 rate, they are asked provide stated proof of income. The stated income is then measured against the annual federal poverty guidelines and assessed accordingly. The rate reduction is determined based on need and on a case by case basis.</p> <p>All adult day participant income worksheets are reviewed annually and on an as needed basis. If there is a request for a lower program daily rate due to hardship or if the participant falls more than 30 behind on a bill payment, a review will be completed to determine if rate reduction may be applied. Other factors are taken into consideration when determining program rates.</p> <p>The fee for the Fulton County adult day services is over 50% less than the national average of \$78.00 per day.</p>	<p>December 2018</p> <p>Adult Day care Program Coordinators will be reminded to continue to access U.S. Federal Poverty Guidelines annually.</p> <p>The Adult Daycare Program Coordinators will continue to utilize annual U.S. Federal Poverty Guidelines to determine rates as needed.</p>

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<p>Adult Day Program Manual Billing Process</p> <p>(Not Implemented)</p>	<p>The Adult Day Program should explore and utilize the full capabilities of the system in order to implement necessary procedures to efficiently capture daily activity and perform monthly preparation of invoices. Management may want to explore avenues to automate attendance tracking. In addition, management should consider offering electronic billing, automatic bank drafts and online payment processing.</p>	<p>The Adult Day Program will work with the Department's IT liaison to implement an automated billing process where feasible in which we will work to implement the following:</p> <ul style="list-style-type: none"> • ServTracker-Participant sign-in • On-line invoices or payments • Credit card payments <p>The Department of Senior Services has made provisions to purchase touch screens to implement automated participant sign-in with the goal of tracking daily attendance in the ServTracker database.</p>	<p>January 2019</p>
<p>Administration of the Adult Day Program</p> <p>(Partially Implemented)</p>	<p>This should be addressed at the BOC or management level. The Department of Senior Services should seek direction related to determining whether to continue to operate under the current fee system and whether a fee collection policy is adequate. In addition, management should work with the Finance Department to determine how to handle the outstanding balances.</p>	<ol style="list-style-type: none"> 1. The Department of Senior Services and the Department of Finance are working together to implement a fee structure that would increase revenue and improve fee collection. 2. Successful implementation of the CCSP/SOURCE Program in the Fulton County Medicaid provider July 2018. 3. The Department has created a discharge SOP that outlines the procedure for handling delinquent payments for Adult day services. After 30 days of non-payment, the program coordinator will contact the participant's care giver to determine the nature of the delinquency. Under extenuating circumstances, such as health care expenses, the program coordinator may permanently or temporarily reduce the 	<p>On January 9, 2019 the Department of Senior Services (DSS) will hold a public hearing to announce the private pay daily rate of \$35.00. As well, DSS will present the rate announcement to the BOC for official approval.</p> <p>The program coordinator will review financial records monthly and as needed to determine legitimate pass due bills.</p>

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		<p>billing amount to zero. If the family is not facing financial hardship and continued non-payment off fees, occurs, the Program Coordinator will be authorized to suspend and or discharge the participant for non-payment.</p>	
FINDINGS AND RECOMMENDATIONS – (Multipurpose Program Area)			
FINDINGS/ DESCRIPTION:	AUDIT DEPARTMENT'S RECOMMENDATION:	DEPARTMENT OF SENIOR SERVICES ACTION ITEM:	COMPLETION DATE:
<p>Inefficient Cash Register System (In progress)</p>	<p>During the course of the audit, management implemented the use of a credit card machine. Notwithstanding, we recommend considering a system that is tailored to the needs of the facilities in lieu of adding new equipment to an inadequate system.</p>	<p>The Nutrition Services Coordinator will research equipment that can be tailored to the main kitchens' needs that could provide options for inventory control, supply ordering and customer convenience. In addition, the Department will explore the use of the cash handling system used in the County's Fresh Marketplace eatery.</p> <p>The Department installed new programmed cash registers and credit card terminals in each facility. While the update will allow credit and debit card processing, the system does not perform all of the functions needed to void/delete errors, track food inventory, and to print electronic reports</p> <p>Follow-up Audit Response (12/05/18): In addition to the original response, the Department of Senior Services has begun the process of researching kitchen management options of the four senior multipurpose facilities with no impact to program staff. If approved by</p>	<p>July 1, 2019</p>

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		the Board, the Department will benefit from utilizing a skilled provider with access to cash management systems, inventory controls and software.	
AUDIT CONCERN(S) – Proper Execution and Recording of Senior Facility Rental Agreements	We recommend that the Friends of Organizations’ Rental Coordinators be certain that all pages of the rental agreement are signed and initialed in the designated spaces. All pages of the rental agreement must be maintained in the Organizations’ files.	The Program Manager will contact each Friends of Organization’s President and request a meeting with them and their Rental Coordinator to discuss the need for all Rental Agreement Pages to be initialed and a part of the final agreement. In addition, ensure that all final agreements are complete and filed in their entirety for future auditing purposes. Upon completion of the meeting, a follow-up email will be sent to the Presidents to document the discussion and the requirement.	January 31, 2019 (End of 1 st Quarter)
Failure to Collect Out-of-County Fees (In Progress)	We recommend that all Multipurpose staff members follow standard operating procedures and ensure that all non-Fulton County residents who participate in senior facility activities pay the entire \$100 out-of-county fee.	<ol style="list-style-type: none"> 1. Retrain staff on Out-of-County policy. 2. Enforce consistent collection among facilities. 3. Create a monthly report on all Out-of-County monies received and those that are outstanding. <p>One (1) senior multipurpose facility is not collecting out-of- county fee for non-Fulton County residents who participate in senior facility. <u>By the end of the 2019 first quarter, all senior facilities will be reporting there how many out-of-county fees</u></p>	March 29, 2019