




INTEROFFICE MEMORANDUM

TO: Anthony Hicks, County Auditor
FROM: Stanley Wilson, Director 
Department of Community Development
DATE: January 18, 2022
SUBJECT: Happy Faces Audit – Management Response

Finding 2 – Unauthorized Position Titles

The Department will adhere to the labor distribution outlined in the contract. If amendments to position titles are necessary, the Department will follow the direction of Purchasing Contract and Compliance. The Department will confirm the change will not exceed our spending authority and submit a Purchase Order Modification Request detailing the change in position and/or cost to Purchasing Contract and Compliance to implement the change.

Finding 4 – Untimely Payment of Invoices

The Department participates in the County's Shared Services for Accounts Payable. The Department's internal Finance Division processes invoices within 3 days of receipt of a complete package and submits the invoice package to Finance Accounts Payable within 10 days of receipt (85%).

The Departmental Accountant is responsible for the invoice payment process. The selected invoices were received during the time when the Departmental Accountant was on extended leave. A temporary staff person was provided three weeks after the Departmental Accountant's extended leave period began. The processing of invoices was delayed during the transition period.

The Division Manager for internal Financial Services will prioritize processing invoices for timely payment during staffing shortages and transition periods.

Finding 8 –Unauthorized Staffing Hours

Full Time County staff were initially assigned to stand up and manage the Call Center. When Full Time staff fully returned to their positions, a Senior Lead Project Coordinator was hired to provide managerial oversight of the call center.

The Deputy Director maintains budgetary oversight of the Call Center. The Departmental Accountant tracks Call Center invoices and provides a weekly report of expenses to date and funds remaining to the Deputy Director. Weekly reporting reduces the risk of exceeding the approved total contract compensation amount.

If an amendment is necessary, the Department will follow the direction of Purchasing Contract and Compliance. The Department will confirm the change will not exceed our spending authority and submit a Purchase Order Modification Request detailing the change in cost to Purchasing Contract and Compliance to implement the change.

Finding 9 – Inability to Verify Compliance with Contract Deliverables

The Department has implemented a new business process to track and file contracts. This step, along with bi-weekly Program Managers and internal Finance Division meetings, will help the Department ensure a fully executed contract outlining deliverables has been received prior to submitting a request for a purchase order to be issued for services.