Dutchess County Office for the Aging
NY Connects

Audit Report

Dutchess County Office for the Aging
NY Connects

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Audit Report

Dutchess County Office for the Aging
Dutchess NY Connects

Comptroller's Summary

Organization

The Dutchess County Office for the Aging/Dutchess NY Connects plans, coordinates and provides community based services to the elderly. Dutchess NY Connects, formally known as CASA, is the long term care services division of the Dutchess County Office for the Aging. Additional information is available on the Dutchess County website: **www.dutchessny.gov**

Audit Scope and Objective

The audit was performed for the period January 1, 2007 – December 31, 2007. The total revenues and expenditures for the Office for the Aging (OFA)/ NY Connects were as follows:

	Revenues	Expenditures
Office for the Aging	$2,684,004.93	$3,804,227.35
Senior Citizen Services Reserve	22,649.03	15,625.85
NY Connects	1,440,793.42	1,612,925.58
Total	$4,147,447.38	$5,432,778.78

The objective of the audit was to review the department's process for claiming and receipting revenue. In addition, OFA bills and collects revenue for Mass Transit's Dial-A-Ride service. The review included the following:

- Financial reports, revenue reconciliations
- NYS and Federal grant claims
- Revenue contracts
- Dial-A-Ride contracts
- Senior Citizen Reserve account

Summary of Findings

- State and Federal grants were claimed and funds received timely.
- State, Federal and contract claimed expenses were not reconciled to the County's financial reports. As a result of the audit, OFA identified $8,894.67 in duplicated claims. OFA is developing a process to reconcile expenses to overall revenues
- One of the three congregate meal contracts had billing discrepancies.

County Financial Statements

State, Federal and contract claimed expenses were compiled and compared to the County financial records. OFA had fifteen state and federal grants in addition to eighteen contracts. In addition to the LOGOS County Financial system, OFA uses the following software: QuickBooks and Excel to record expenses for claiming purposes. OFA did not have a process in place to reconcile overall OFA expenditures (reported on the County's financial records) to the department's total claims. This process ensures that grants are not over claimed or under claimed. *As a result of this audit, OFA is developing a process for this reconciliation.*

Findings:

- When reviewing the overall expenditures claimed to the overall expenditures incurred by OFA, we found discrepancies in the amounts claimed to NY Connects and OFA. (additional detail is found on Page 6 – DSS Office for the Aging/NY Connects Contract)
- We noted discrepancies when expenses were re-entered in Quickbooks and Excel spreadsheets for claiming purposes. *OFA is reviewing for corrections.*

Recommendations:

- OFA must balance the claimed expenses to the County financial records. *OFA is reviewing and correcting discrepancies while developing a process to reconcile expenses.*
- OFA should explore the LOGOS County financial system to streamline the recording of expenses for claiming.

State and Federal Revenues

The following is a summary of revenues received from State and Federal grants.

Name	Description	Account #	Amount [1]
NY State			
EISEP	Expanded In-Home Services for the Elderly Program- OFA	6772.50.37720.00	726,209.50
EISEP	Expanded In-Home Services for the Elderly Program- NY Connects	6772.52.37720.00	63,879.49
SNAP	Supplemental Nutrition Assistance Program	6772.50.37720.01	247,284.07
CSE	Community Services for the Elderly Program	6772.50.37720.20	264,738.65
CSI	Congregate Services Initiative Program	6772.50.37720.21	10,071.32
AAA	Transportation Program	6772.50.37720.22	9,609.33
		Total NYS Revenue	**$1,321,792.36**
Federal			
Title IIIB	Supported Services- OFA	6772.50.47720.01	269,069.25
Title IIIB	Supported Services –NY Connects	6772.52.47720.01	11,250.00
Title IIID	Disease Prevention/Health Program	6772.50.47720.02	15,046.00

[1] Reported 2007 Detail Ledger; may include prior year revenue

Title IIIC 1	Congregate Meals	6772.50.47720.10	173,373.00
Title IIIC 2	Home Delivered Meals	6772.50.47720.11	199,946.00
HIICAP	Health Insurance Information, Counseling and Assistance Program	6772.50.47720.20	29,338.14
LTCIEOP	Long Term Care Insurance Education and Outreach Program	6772.50.47720.22	58,341.61
NSIP	Nutrition Services Incentive Program	6772.50.47720.30	96,409.54
WRAP	Weatherization Referral and Packaging Program	6772.50.47720.40	30,740.28
FEMA	Emergency Food and Shelter Program	6772.50.47720.50	1,500.00
Title IIIE	New York Elder Caregivers Support Program- OFA	6772.50.47720.60	100,967.39
Title IIIE	New York Elder Caregivers Support Program –NY Connects	6772.52.47720.60	10,125.00
	Total Federal	**Revenue**	**996,106.21**
		Grand Total	**$2,317,898.57**

- Claims for the period January – December, 2007 were claimed for the full amount of the grant and in some cases a grant balance of funds was carried over into the next grant period to increase funds available for 2008. Carry over amounts were determined by OFA and approved by the funding sources.
- Claims were filed in a timely manner, receipted and balanced to the DC financial statements.

Departmental Revenues/Other Contracts

Attached as Exhibit II is a summary of the departmental revenues for 2007. In addition, Addendum 1 provides an explanation of each revenue source and, where applicable, findings for the particular revenue source. Supporting documentation was reviewed including the following:

- Services provided
- Billings
- Collections
- Accounts receivables
- Reporting and reconciliation

Specific findings were noted in the following contracts:

Fishkill Health Related Center, Inc. (FHRC) Contract #04-0202

This contract provided home delivered meals or congregate meals to FHRC patients and clients at a rate of $5.85 per meal.

Findings:

- OFA's daily meal delivery sheets for several months did not match the amount billed by OFA to FHR. *As a result of the audit, OFA is developing a process to match meals delivered to amounts billed to FHRC.*

- There were delays in payment from FHRC: $72,914.40 was received in 2007; $30,676.90 was received in 2008 for 2007. *OFA explained FHRC claims Medicaid prior to paying their monthly billings resulting in delays.*

Recommendation:

- OFA should document and execute an efficient process for FHRC billings.
- OFA should facilitate accounts receivable collections.

DSS Office for the Aging/NY Connects Contract #03-0403

This contract was written with DSS in the amount of $1,524,346.00 for the period January 1, 2007 to December 31, 2007. Through this contract OFA provided the NY Connects long-term care management system for Dutchess County. The following is the contract budget and claims:

	Budget	**Claims**
Personnel	$1,062,342.00	$1,001,474.82
Fringe Benefits	271,794.00	262,665.84
Operations	114,960.00	84,998.28
Occupancy	40,000.00	40,000.00
Contract	6,250.00	5,361.75
Other	29,000.00	40,209.00
Total	$1,524,346.00	$1,434,709.69

Revenue was budgeted for OFA (admin) and NY Connects as follows:

	Per Contract Budget	Revenue Received
OFA	$45,446.00	$ 52,061.96
NY Connects	1,478,900.00	1,382,647.73
Total	$1,524,346.00	$1,434,709.69

Findings:

- As shown above, the contract budget was not in agreement with the amounts claimed and received.
- The fourth quarter of 2007 was filed in late March, 2008.

Recommendations:

- The contract revenue should agree with the contract budget.
- Claims should be filed as soon as the time period is over.

NOTE: As a result of our audit, OFA is in the process of reviewing claims to expenditures: identifying and correcting discrepancies. At the time of the writing of this report, OFA indicated $816.63 reported in OFA should have been reported in NY Connects and $8,894.67 was double claimed due to a data entry error.

Dial A Ride Service

OFA contracts and claims funds for the Dial A Ride service. Federal Title III-B funds in the amount of $4,000.00 and NYS CSE funds (Community Services for the Elderly) in the amount of $10,000.00 were claimed by OFA and credited to the Mass Transit-Loop accounts. No discrepancies were noted.

Dial A Ride Contracts

Office for the Aging contracted with various towns and cities to provide transportation services for senior citizens and handicapped individuals (Dial-A- Ride). OFA billed the municipalities, receipted the funds and sent the checks received to the DC Finance department for credit to the Mass Transit-Loop accounts. All contract revenue was received and no discrepancies were found.

	Contract #	Amount
City of Poughkeepsie	04-0194	$24,947.40
Town of Beekman	04-0069	9,978.96
Town of Dover	05-0613	9,978.96
Town of East Fishkill	03-0299	24,947.40
Town of Fishkill	04-0073	14,968.44
Town of Hyde Park	04-0070	9,978.96
Town of LaGrange	06-0022	9,978.96
Town of Pleasant Valley	04-0415	9,978.96
Town of Poughkeepsie	04-0071	49,894.80
Town of Red Hook	04-0343	5,150.16
Town of Unionvale	05-0075	4,989.48
Town of Wappinger	04-0342	39,915.84
Total		$214,708.32

Senior Citizens Services Reserve

This budgeted account (sub department .51) represents donations received for the benefit of senior citizens. In 2007, a total of $22,649.03 was received and 15,625.85 was expended leaving a balance of $7,023.18 in the account as of December 31, 2007.

The process of managing this account was reviewed. OFA maintains a cash receipt journal. The receipts consist mostly of private donations and 50/50 funds received during senior events. OFA maintains a disbursement journal. Disbursements are verbally authorized and approved by the Director and two other staff members.

Finding:

- There was no written indication the invoices paid were approved.

Recommendation

- The Director or designee should initial all invoices before payment is made.

Disbursements in 2007 included expenses associated with the senior events; the Senior Recognition and Senior Prom; gift cards to local grocery stores; and emergency needs for seniors.

The process for gift card issuance was reviewed. Gift cards were purchased around the winter holidays. Nutrition site managers prepared a list of seniors who were in need of food gift cards. The cards were purchased by OFA and given to the site managers for distribution. In 2007, a list of gift card serial numbers was prepared for each site. This list along with the cards was given to the site managers for distribution.

Finding:

- Gift Cards were not signed by the senior receiving the card.

Recommendation:

- All gift cards should be signed for upon receiving them.

In January, 2008 the Comptroller's office issued guidelines for gift cards. OFA stated the process for signatures has been implemented in 2008.

Carol Doyle

Carol Doyle, Auditor

Diane Jablonski

Diane Jablonski, Comptroller

Exhibit I

Summary of Revenue

Account	Description	Budget	Reported YTD 5/14/08
6772.50.19000	OFA Departmental	$ 542,348.00	$ 445,567.32
6772.50.20000	OFA Other	3,752.00	[2] 5,793.53
6772.50.30000	OFA State	1,024,678.00	1,257,912.87
6772.50.40000	OFA Federal	1,028,030.00	974,731.21
	Total OFA Revenue		$2,684,004.93
6772.51.27000	Senior Citizen Services Reserve	$18,353.00	$ 22,649.03
6772.52.19000	NY Connects Departmental	1,705,177.00	1,354,973.06
6772.52.20000	NY Connects Other	-0-	565.87
6772.52.30000	NY Connects State	42,685.00	63,879.49
6772.52.40000	NY Connects Federal	21,375.00	21,375.00
			$1,440,793.42

[2]Self Insurance Disability Insurance, Prior year and Tri-Town revenue,

Exhibit II

Detail of Departmental and Other Revenue

Description	Account#	Amount
Senior ID's	6772.50.19720	419.05
Legal Services	6772.50.19720.01	2,490.00
Exercise Program	6772.50.19720.02	8,036.00
Tax Preparation	6772.50.19720.03	770.00
Luncheon Fee	6772.50.19720.10	10,645.00
Nutrition	6772.50.19720.15	175,765.35
Dept of Health Contract	6772.50.19720.16	6,583.50
EISEP	6772.50.19720.17	31,181.04
Fishkill Contract	6772.50.19720.18	72,914.40
Multi County Contract	6772.50.19720.19	15,941.00
EISEP	6772.50.19720.20	682.00
DSS/Heap Contract	6772.50.19720.30	13,426.02
Medical Assist. Outreach Program	6772.50.19720.31	54,652.00
DSS OFA/NY Connects Contract	6772.50.19720.40	52,061.96
DSS OFA/NY Connects Contract	6772.52.19720.40	1,382,647.73
Town of Pleasant Valley	6772.50.23510.01	1,876.00
Town of LaGrange	6772.50.23510.02	1,876.00
Total Departmental/Other		$1,831,967.05

Addendum 1

Most departmental revenues received are based on suggested donation fees. A description of the services provided and the suggested fees follow:

Senior ID's

Seniors can receive a photo ID for a suggested fee of $2.00. The Poughkeepsie and Beacon offices provide this service in addition to the senior picnics. A total of $419.50 was received in donations.

Legal Services

Office for the Aging paid an Attorney $34,267.50 to provide legal services to the elderly which include simple wills, power of attorney, advice and counsel. The suggested donations for services ranged from $15.00 to $25.00. A total of $2,490.00 in donations was reported as revenue. Office for the Aging reported serving 227 seniors.

Exercise Program

Office for the Aging paid a Program Development Consultant $30,240.14 to provide activities which included an exercise program at the Friendship Centers and other community locations. The suggested donation for the program was $25 per year. A total of $8,036.00 was reported in donations.

The exercise program is partially funded by the US Administration on Aging: Title III-D. Office for the Aging reported a total of 56 classes were held throughout Dutchess County and 1,400 seniors participating in the program.

Tax Preparation

AARP volunteers to help seniors to prepare simple income tax forms. There is not a suggested donation but OFA received a total of $770.00 for this service. OFA reported a total of 210 clients served in 2007.

Luncheon Fees

This account consists of fees collected for the Senior Prom ($15 - $20 per person) and the senior Celebration of Aging event ($20.00 per person). A total of $10,645.00 was collected: $6,065.00 for the Senior Prom and $4,580.00 for the Senior Celebration of the Aging.

Nutrition

This account consists of funds received for the meals served at the congregate sites and for home delivered meals. The suggested donation for these meals starts at $3.00. Additional fees are charged for transportation to the sites. The cash collection process includes the recording of daily cash, deposits and reconciliations. A total of $175,765.35 was received.

Nutrition Sites	Amount
Admiral Halsey	$7,253.50
Beacon	10,997.30

Picnics	21,936.25
Fishkill	17,339.17
Hyde Park	10,233.05
Interfaith	1,591.34
Poughkeepsie	12,686.43
Maplewood	445.25
Millerton	6,811.25
Pawling	10,377.25
Rhinebeck	16,666.45
St. Simeon/Anna	4,057.61
South Amenia	6,814.40
Tri-Town	26,096.35
East Fishkill	22,459.75
Total	$175,765.35

Contract Meals

The following three revenue contracts provided meals for the elderly at congregate sites and/or home-delivered meals. Records reviewed included the number of meals delivered daily, OFA's billings to the contractors and accounts receivable. The following was reported for each contracted revenue:

Department of Health Contract #02-0003

This contract provided meals for the elderly as part of the Long Term Home Health Care Program. The rate for one meal per day was $5.50 or $11.00 for two meals per individual. OFA reported 1,197 meals delivered and a total of $6,583.50 received.

Fishkill Health Related Center, Inc. (FHRC) Contract #04-0202

This contract provided home delivered meals or congregate meals to FHRC patients and clients at a rate of $5.85 per meal.

Multi-County Community Development Corp. Contract #01-0814

This contract provided meals to Multi-County attendees of the Adult Day Care Program at a rate of $4.75 per meal. Since all meals are brought to one site, the rate per meal is reduced. A total of 3,356 in meals were delivered and $15,941.00 was received.

EISEP (Expanded In Home Services for the Elderly) Accounts .19720.17 and .19720.20

Revenues received for the above services were reported as follows:

Account .19720.17

This revenue represents the clients share for home care service and medical alert devices. A total of $31,181.04 was collected for 2007.

Account .19720.20

Clients who are not required to pay a match (due to low income) may donate funds to OFA for the EISEP services provided. A total of $682.00 was collected in 2007.

Department of Social Service (DSS) HEAP Contract #06-0293

This contract was written with DSS for the period September 1, 2006 to May 31, 2007. OFA performed outreach services which included determining income eligibility and application assistance in connection with HEAP (Home Heating Assistance Program). A total of $13,426.03 was claimed and received from DSS for 2007.

DSS Medical Assistance Outreach Program Contract #03-0361

This contract was written with DSS in the amount of $54,652.00 for the period January 1, 2007 – December 31, 2007. OFA performed outreach services which included determining income eligibility requirements and application assistance in connection with Medicaid. The total amount of the contract $54,652.00 was claimed and paid.

DSS Office for the Aging/NY Connects Contract #03-0403

This contract was written with DSS in the amount of $1,524,346.00 for the period January 1, 2007 to December 31, 2007. Through this contract OFA provided the NY Connects long-term care management system for Dutchess County.

Town of Pleasant Valley / Town of LaGrange

Both the towns of Pleasant Valley and LaGrange contribute toward the senior citizens recreation programs held at the American Legion nutrition site. Each town contributed $1,876.00 for a total of $3,752.00.

Dutchess

MEMORANDUM

TO: Diane Jablonski, Comptroller

FROM: John A. Beale, Director

DATE: July 18, 2008

RE: Audit Report

We have reviewed the draft audit report of the Office for the Aging/NY Connects.

As noted in the report, many recommendations made have either been implemented already or are in the process of being developed and implemented.

However, two recommendations on page 6 relative to the DSS Office for the Aging/NY Connects Contract #03-0403 cannot be implemented. Your office recommended the contract revenue should agree with the contract budget and that claims should be filed as soon as the time period is over.

1. The Budget is just a plan and things change throughout the year. If positions are vacant, we cannot claim reimbursement even though we budgeted for that expense.

2. With regard to timing and filing claims as soon as the time period is over, I can assure you that we file claims as quickly as possible, however, we only claim what has been invoiced and paid. Invoices and bills are typically received after the time period is over. This is the normal process. Our office processes them as soon as possible.

Thank you to you and your staff, particularly Carol Doyle, for your thorough review of our department and assistance provided to the Office for the Aging.

Dutchess County Office for the Aging/NY Connects/CASA

William R. Steinhaus
County Executive

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