



STATE AUDIT RECOMMENDATIONS STATUS REPORT

State Audit Recommendations Implementation Status – Financial

Implementation Status	Financial Recommendations	Progress to Date
	Implement financial policy and procedure update process	Inventory and review tracking sheet of policies and procedures is implemented. Policies and Procedures have been distributed to relevant departments/managers. First Quarterly review to be completed by October 31.
	Implement contract review/revision process.	Updating existing Contract Management Procedure document is in process. Contract management checklist is in draft form and has been distributed for comment. Inventorying all contracts to distribute to contract managers for initial review and possible revisions.
	Corrective action plan for prior audit findings	Action Plan has been developed for addressing the 2014 comments - implementation of actions in process
	Implementation of audit recommendation compliance and internal audit status reporting and documentation of review.	Audit tracking matrix is in place and includes implementation status, progress and dates. The Matrix will track Internal Audit signoff and assist in audit planning. Draft of the Audit Plan is being reviewed. Next quarterly report to Finance and Ops Committee on Oct 23.
	Implement training program for financial policies and procedures and contracts.	Evaluating the use of the learning management system (LMS) to distribute and administer training to staff. Analysis is in process to determine the form of training needed that best fits the subject matter and audience. Training to be completed upon updating policies and procedures.

State Audit Recommendations

Implementation Status – Appeals and Complaints

Implementation Status	Appeals and Complaints Recommendations	Progress to Date
	Ensuring staff follow the procedures for entering appeals information into its database and submitting cases to the Office of Administrative Courts by implementing supervisory review of data.	<p>Appeals:</p> <ul style="list-style-type: none"> - Process documentation is being reviewed and updated as necessary. - Updates to process documentation will be complete and training will begin on updates on 10/16/2017. - Periodic case review will begin on 11/1/2017. The review will initially be scheduled quarterly, but we will reevaluate that frequency as needed. <p>Complaints:</p> <ul style="list-style-type: none"> - Procedures are drafted and in the review process.
	Establishing and implementing processes for reporting timeliness of appeals to the Board.	Currently researching which information will inform the board in a meaningful way and also researching the best way to report that information to the board.
	Establishing and implementing methods to prioritize appeals to meet timeliness standards, and filling open appeals staff positions.	Process documentation is being reviewed and updated as necessary. Updates to process documentation will be complete by 10/16/2017. The team is working on clearing the back log of appeal cases. Staffing resources are analyzed as often as needed and we will attempt to align with need despite competing budget priorities.
	Implementing a written policy and procedure for complaint processing.	Procedures are drafted and in the review process they included definitions, provision for logging, tracking and monitoring complaints E2E.
	Update website to make complaint filing information easier to find and provide accurate instructions on how customers may file complaints.	Designs for the website are in process.