



**Mecklenburg County
Department of Internal Audit**

Community Support Services Department
Shelter Plus Care Follow-Up Audit
Report 2203

October 11, 2021

**Internal Audit's
Mission**

To support key stakeholders in cultivating an environment of accountability, transparency, and good governance.

Internal Audit Contacts

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**Staff
Acknowledgements**

Gewreka Robertson, Auditor-in-Charge

**Obtaining Copies of
Internal Audit Reports**

This report can be found in electronic format at
<http://charmeck.org/mecklenburg/county/audit/reports/pages/default.aspx>



MECKLENBURG COUNTY
Department of Internal Audit

To: Dena Diorio, County Manager
County Manager's Office

From: Joanne Prakapas, Director
Department of Internal Audit

Date: October 11, 2021

Subject: Community Support Services Shelter Plus Care Audit Follow-Up Report 2203

The Department of Internal Audit completed a follow-up audit on reported issues from the Community Support Services Shelter Plus Care Program Audit Report 1962 issued June 26, 2019. The objective of the follow-up audit was to determine with reasonable but not absolute assurance whether management took effective corrective action on the issues presented in the audit report.

Internal Audit interviewed key personnel, observed operations, reviewed written policies and procedures and other documents, and tested specific transactions where applicable. Internal Audit conducted this audit in conformance with The Institute of Internal Auditor's International Standards for the Professional Practice of Internal Auditing.

FOLLOW-UP SUMMARY

There were twenty-five recommendations in the Community Support Services Shelter Plus Care Program Audit Report 1962. The following table summarizes the results of the follow-up audits performed to date.

Fiscal Year	Audit Report	Implemented	Open	Not Implemented¹	Withdrawn	Total Carryforward
2019	1962 ²	N/A				25
2021	2106	18	5		2	5
2022	2203	5				0

¹ Management assuming risk for not taking corrective action

² Initial report

Details regarding the most recent follow-up audit are noted in the attached **Follow-Up Results** matrix. Recommendations considered implemented will be excluded from further review.

The cooperation and assistance of the Community Support Services Department staff are recognized and appreciated.

- c: Deputy County Managers
- County Attorney
- Deputy County Attorney
- Board of County Commissioners
- Audit Review Committee
- Director, Community Support Services

Follow-Up Results
Community Support Services Shelter Plus Care Audit Report 1962

- **Implemented** – Audit issue has been adequately addressed by implementing the original or alternative corrective action plan (**I**)
- **Open** – Corrective action for audit issue initiated but not completed (**P**); Implemented but not operating as intended (**IO**); Not been addressed but management fully intends to address issue (**O**)
- **Not Implemented** – Audit issue not addressed and management has assumed the risk of not taking corrective action (**NI**)
- **Withdrawn** – Audit issue no longer exist due to operational changes (**W**)

				Implementation Status	
Risk Observation	Recommendation	Management’s Risk Mitigation Strategy	Original Implementation Date	Current Status	Comments
1.1	<p>Internal Audit recommends management partner with Finance to update the program’s accounts payable and cash receipts policies and procedures and train staff accordingly. The updates should be comprehensive, consistent with applicable County requirements, and include at a minimum:</p> <ul style="list-style-type: none"> • Essential operating activities for cash receipts and payment requests, e.g., initial cash receipt recordation and reconciliation; payment request creation, processing and approval and supervisory oversight and monitoring • Staff roles and responsibilities, including proper segregation of duties • Staff training requirements • Periodic procedure reviews and updates • Internal and external communication 	<p>The Department agrees with the feedback regarding the need to update the program’s accounts payable and cash receipts policies and procedures to maintain and monitor proper controls.</p> <p>The Department will partner with Departmental Financial Services to update the current policies and procedures and ensure that the policies and procedures outline the essential roles and responsibilities of both Departmental Financial Services and Shelter Plus Care staff for cash receipt and reconciliation; payment request creation, processing and approval; and supervisory oversight.</p> <p>Shelter Plus Care program staff will be trained on payment processes annually and it will be documented in a training manual kept by the Program Supervisor.</p>	10/2019	I (3)	

Follow-Up Results
Community Support Services Shelter Plus Care Audit Report 1962

- **Implemented** – Audit issue has been adequately addressed by implementing the original or alternative corrective action plan (**I**)
- **Open** – Corrective action for audit issue initiated but not completed (**P**); Implemented but not operating as intended (**IO**); Not been addressed but management fully intends to address issue (**O**)
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				Implementation Status	
Risk Observation	Recommendation	Management's Risk Mitigation Strategy	Original Implementation Date	Current Status	Comments
7.1	Internal Audit recommends management train all program staff on its accounts payable and cash handling activities. Training documentation should be retained.	Staff will be trained on payment process annually and it will be documented in a training manual kept by the Program Supervisor. Program staff will be trained annually on the process developed with DFS and Cash Receipts policy.	10/2019	I (2)	