

Denver City Audit

- Denver City Auditor – Separate branch of city government
- Elected every 4 years
- Auditor O'Brien was first City Auditor to review RMHS
 - Historically audits done of City agencies
 - Broadened scope to audit any contractor
 - Performance audit-financial and performance
- Audit began in January
- Thousands of documents/emails, entire GL, surveys

Finding 1 – Denver Human Services’ Lack of Oversight Prevents It from Validating that Taxpayer Funds Were Spent as Intended

- Denver Human Services Allowed an Improper Method of Monthly Reimbursement
- Denver Human Services Improved the Reimbursement Method but Still Failed to Properly Validate Expenses
- Denver Human Services Did Not Monitor whether Rocky Mountain Human Services Fulfilled Contract Outputs
- Denver Human Services’ Internal Audit Division Failed to Monitor the Rocky Mountain Contract and Improperly Spent Taxpayer Funds
- Denver Human Services Incorrectly Modified Budgets

Finding 2 – Rocky Mountain Human Services Appears to Provide Quality Services but Could Improve its Financial Accountability.

- Residents Are Satisfied with Services from Rocky Mountain Human Services' Early Intervention Department
- Does Not Conduct Satisfaction Surveys of the Residents It Serves
- Does Not Hold Its Special Projects Subcontractors Accountable
- Should Continue to Improve How It Verifies Residency
- Failed to Provide the Correct Level of Service for Denver Residents
- Did Not Follow Procedures to Approve Requests through Its Client Assistance Program
- Unmet Needs Program Did Not Match Authorized Services with Expense Invoices
- Family Support Services Department Did Not Properly Approve Spending for Services

Recommendation 2.1

Gauge Client Satisfaction – The executive director of Rocky Mountain Human Services should develop and administer a method that incorporates leading practices when gauging the satisfaction of individuals receiving its case management services.

Recommendation 2.2

Improve Monitoring of Special Projects Subcontracts – The executive director of Rocky Mountain Human Services should establish and implement policies and procedures to ensure subcontractor expenses are accurate and that agreed-upon goals in the subcontracts are fulfilled.

Recommendation 2.3

Verify Residency – The executive director of Rocky Mountain Human Services should ensure staff are aware of the residency requirement for Denver’s dedicated property tax dollars and of Denver’s city boundaries. Additionally, the executive director should ensure Rocky Mountain personnel verify all addresses for individuals receiving services with the City’s property tax dollars and that Rocky Mountain personnel should do so using an accurate map of Denver, such as the one managed by the Assessor’s Office.

Recommendation 2.4

Ensure Consistent Delivery of Case Management Services – The executive director of Rocky Mountain Human Services should implement internal controls to ensure the organization's personnel comply with all requirements for serving Denver residents using the City's dedicated tax dollars. This could take the form of alerts in case management system software that notify service coordinators of upcoming requirements prior to applicable deadlines.

Recommendation 2.5

Ensure Appropriateness of Client Assistance Program Payments

– The executive director of Rocky Mountain Human Services should implement internal controls to ensure payments through the Client Assistance Program are made only after all other funding sources have been exhausted, are not used to buy prohibited items, and are made to benefit only a Denver resident with an intellectual and developmental disability.

Recommendation 2.6

Implement Automatic Verification in Invoice Software – The executive director of Rocky Mountain Human Services should ensure the software system used to process service providers' invoices can identify instances when dates of service, types of service, or available units of service listed on the invoice do not match an individual's prior authorization request.

Recommendation 2.7

Improve Approval Process for Family Support Services – The executive director of Rocky Mountain Human Services should ensure service coordinators document whether other funding sources were exhausted before approving money from family support services. The executive director should also strengthen the existing approval process, such as requiring secondary reviews, to ensure all funding is disbursed in accordance with Rocky Mountain's policies and procedures.

Finding 3 – Rocky Mountain Human Services’ Decision-Making When Interacting with Its Community Advisory Council Lacks Transparency

Recommendation 3.1

Enhance Communication and Transparency – The executive director of Rocky Mountain Human Services should make it a priority to respond to the Community Advisory Council's recommendations in writing. At a minimum, such responses should explain why Rocky Mountain selected certain projects and not others, particularly when decisions deviate from the council's recommendations.

Next Steps

- Organize Plan of Correction
 - Some already corrected
 - Policies and Procedures
- Communication
 - Provide feedback to CAC
 - External agencies & Policy Makers
 - Provide the context & story
- Prepare for follow up
 - Must have all corrected in 12-24 months