

**Division of Family Assistance
Department of Health and Human Services
Status Report on Corrective Actions to Address Audit Findings
July 1, 2017**

Title of Audit and Date of Audit Report

State of New Hampshire
Division of Family Assistance
Electronic Benefits Transfer Cards: Performance Audit Report (September 2013)

Note: For ease of reading, those Observations where status was "closed" in prior reports have been eliminated from this report. Only those Observations left open will appear here with updates listed by their original Observation Number. Estimated completion date: January 2018

- 4. Observation:** Conduct a formal assessment to determine which reports and processes are most relevant to mitigate program risk. Ensure the EBT card monitoring processes are completed timely.

Auditee Corrective Action Plan: *Informal risk assessments have been done to ensure we prioritize monitoring the most critical reports despite a lack of resources. However, as a correction, we will put the priorities in writing. We will continue to monitor EBT processes as timely as resources permit.*

Status Report as of July 1, 2017

An updated EBT Report Monitoring document has been developed. It lists all priority reports by number and provides information on the report's content and frequency of review. This document is attached for your reference.

Completed. This concludes our reporting on this audit observation.

- 6. Observation:** Improve management efforts to ensure procedures are readily accessible, and develop methods for consistently communicating procedures to staff.

Auditee Corrective Action Plan: *Procedures, defined as worker activities, are not incorporated into policy manuals. These are compiled in Training Manuals and worker Field Guides. Sometimes, in order to meet rapid time frames, DCS sends procedural instructions to staff in e-mails. If it is not a reminder, but a change in procedures, these changes are queued as later edits to training manuals and field guides when resources can be allocated. We concur that the DFA does need to update specifically EBT procedures in training manuals and field guides. Additionally, the duties of the EBT Administrator will be written. DCS will be developing an EBT Quick Reference Guide for District Office staff. DCS Regional Administrators will take on the role of monthly checks of district office EBT cards to ensure compliance with proper procedures.*

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The final three EBT Card related policies have been written into the policy manuals. These policies are now readily accessible and consistently communicated to field staff in the same manner as all other DFA policy. Procedural information that does not pertain to a particular policy has been released in a Power Point format to field staff according to their role, and provided to the training unit for future use. As procedures change, these power points (attached) can be updated accordingly and provided to the training unit, who will then get the information to current and future field staff.

Completed. This concludes our reporting on this audit observation.

8. **Observation:** Review the relevance of the MOU with Vermont and develop and document the disaster recovery process.

Auditee Corrective Action Plan: *In January 2013 the DFA had already begun an ongoing project to re-examine our Food Stamp Disaster Plan.*

Status Report as of July 1, 2017

The MOU with Vermont has been cancelled (see attachment). DFA has discontinued the infrastructure to print EBT cards onsite in a disaster for the reason that DFA's card printing machines have become obsolete and cost to replace them is cost prohibitive. As a result, the MOU with Vermont to produce cards for them under certain disaster-related circumstances, is no longer valid and has been discontinued. Thus the MOU portion of this observation is considered **completed**.

Meanwhile, planning for a Food Stamp Disaster Program has shown progress. The previous prototype for operational design has been dropped and a new process designed that will be presented for comments in the next month to stakeholders such as the Division of Client Services, Quality Control, Fraud Unit, and Emergency Services. The training power point/Disaster Plan is expected to be completed in time for the next Audit reporting.

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