



INFORMATION REPORT

TO: Chair and Members Audit, Finance and Administration Committee	WARD(S) AFFECTED: CITY WIDE
COMMITTEE DATE: September 9, 2013	
SUBJECT/REPORT NO: Community and Emergency Services – Domiciliary Hostel Program (AUD13028) (City Wide)	
SUBMITTED BY: Ann Pekaruk Director, Audit Services City Manager's Office	PREPARED BY: Ann Pekaruk 905-546-2424 x4469
SIGNATURE:	

Council Direction:

At the Audit, Finance and Administration (A, F&A) Committee meeting of March 25, 2013, staff were directed to report back “with a supplementary report, respecting the status of the incomplete recommendations outlined in Report AUD13008 - Follow up of Audit Report 2010-13 – Domiciliary Hostel Program, at the September 9, 2013 meeting”.

Information:

In January, 2013, Internal Audit conducted a follow up exercise to determine if appropriate and timely actions had been taken for the recommendations in Audit Report 2010-13 – Domiciliary Hostel Program. Of the 16 recommendations that management agreed to in the original Report and Addendum, four had been completed, five were in progress, two were initiated and five remained incomplete. These findings were presented to A, F&A on March 25, 2013.

The status of the implementation of the 12 non-complete recommendations was again assessed as part of the Annual Follow Up of Outstanding Audit Recommendations process that was performed in July 2013. Five of these recommendations are now completed, three are no longer applicable and four are in progress, all expected to be completed by the end of 2013. The report attached as Appendix “A” to Report AUD13028 includes the 12 recommendations with the current status of implementation.

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Audit Services conducted this follow up process in conformity with the *International Standards for the Professional Practice of Internal Auditing*.

**CITY OF HAMILTON
INTERNAL AUDIT REPORT 2010-13
COMMUNITY AND EMERGENCY SERVICES
DOMICILIARY HOSTEL PROGRAM – FOLLOW UP (2)**

Recommendation	Current Status	Comments	Anticipated Completion Date
1. That procedures detailing the various appeal processes be written and distributed to staff, operators and clients.	Completed	The procedure has been developed and approved.	Not Applicable
2. That procedures be reviewed annually by management to ensure that the documents are current. There should be evidence of this review (sign-off) from management and staff.	Completed	Procedures have been reviewed and approved. Management has implemented a system for tracking the annual review process and to track any other revisions or approvals related to these documents.	Not Applicable
3. That Case Managers be required (by way of a written procedure) to update client files and the RCF database with current income information at least minimally every twelve (12) months. The Manager should monitor adherence to this timeline by performing random file checks on a regular basis.	In Progress	The procedure has been approved. However, files are not being reviewed and updated every 12 months. File review by a Supervisor / Manager has not been occurring.	December 2013
4. That the funds required to be included in the 'total income' calculation for resident contribution purposes be defined in a business procedure document in the DHP.	Completed	The procedures have been finalized and approved.	Not Applicable
5. That current subsidy agreement contracts be executed and copies placed in the appropriate operator files. Terms of the contract (such as proof of insurance, licenses, etc.) should then be enforced. Any non-compliance could result in non-payment of subsidies.	In Progress	New contracts were sent to all operators in 2013. Contracts have been received back from all but one operator. Tracking was occurring but has temporarily been halted due to a staff vacancy in the program.	July 2013
6. That client consent forms (PHIPA requirement) be obtained from subsidy clients and stored, along with corresponding PHI, in secure filing cabinets.	No Longer Applicable	An evaluation was performed by management and it was determined that PHIPA legislation does not apply to this program.	Not Applicable

**COMMUNITY AND EMERGENCY SERVICES
DOMICILIARY HOSTELS - FOLLOW UP (2) – JULY 2013**

Recommendation	Current Status	Comments	Anticipated Completion Date
11. That specific details be documented as to the reasons DHP clients are receiving the transportation amounts that they are being provided. These details should be reviewed and updated every 12 months at a minimum or as client circumstances change.	In Progress	The reasons DHP clients are receiving the transportation amounts are not always provided. There is no evidence that these details are updated every 12 months or as client circumstances change. A Policy document for this area has been drafted and approved.	December 2013
12. That MSN transportation be recorded in the client files and that the Master Transportation List be updated accordingly. The Case Managers and Special Supports group should verify there is no duplication of transportation costs provided to the client.	No Longer Applicable	A policy document has been written for this area. However, ODSP refuses to notify the program when MSN transportation has been approved. ODSP is the jurisdiction of the Province.	Not Applicable
A1. That passwords be required to be changed regularly by staff. Also, the password configuration on the RCF database should be changed to require a pre-set password that contains the characteristics noted above.	Completed	A strong password configuration has been implemented and passwords now expire every six months.	Not Applicable
A2. That the DHP consider creating the reports noted above in order to better support program workflows.	In Progress	The reports have been developed and are currently being refined and finalized in the test version of the RCF database.	August 2013
A3. That the DHP consider using the RCF Database billings module as a part of their monthly billings process workflow.	No Longer Applicable	Management has considered the use of the billings module and has determined its usage to not be operationally feasible.	Not Applicable
A4. That the DHP determine if there is a need for this form and either ensure that it is used consistently (if required) or eliminate it and change the procedure requirements accordingly.	Completed	Management has clarified the use of this form in an approved procedure document.	Not Applicable