



City of San Antonio

Agenda Memorandum

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AUDIT COMMITTEE SUMMARY

March 28, 2017

Audit of Department of Human Services Delegate Agency Monitoring

Report Issued December 13, 2016

Audit Objective

Determine if DHS monitoring efforts of delegate agencies are timely, inclusive of key contract terms, and sufficiently documented.

Background

The Department of Human Services (DHS) mission is to strengthen the community through human services investments, resources and partnerships. DHS partners with 60 delegate agencies with a combined 97 programs to provide social services to the citizens of San Antonio with programs falling into one of three categories: Education, Family Well-Being, and Community Safety Net. These programs provide a variety of services including after school education programs, homeless prevention, financial security, at-risk youth behavior prevention, and senior services.

City Council reviews and approves delegate agencies for funding levels every two years during the annual budget process. After approval, the City contracts with eligible and qualified delegate agencies which provide services for the City. For FY 2016, the total budget for delegate agencies was \$18.5 million.

DHS monitors program activities throughout the life of the contract. Contract monitors work to ensure contract compliance and help ensure the services provided by the delegate agency are meeting established performance measures and goals. Fiscal monitors also work to ensure contract compliance.

Audit Scope and Methodology

The audit scope included monitoring processes for FY 2016. We reviewed for proper inclusion of delegate agencies within monitoring processes. We tested a sample of agency programs to determine if DHS obtained all required supporting documentation. In addition, we reviewed monitoring documents to determine if DHS was properly monitoring delegate agencies. Finally, we tested monthly invoices to determine if invoices were properly supported and accurately recorded in

SAP.

Audit Conclusions

DHS monitoring efforts of delegate agencies are timely, inclusive of key contract terms, and sufficiently documented. We determined that DHS has effective controls to ensure delegate agencies are properly monitored. DHS is also monitoring the relevant performance measures from the delegate agency contracts. Finally, payments made to delegate agencies are timely and properly supported.

As we had no findings, we made no recommendations.