

ADULT PROBATION OFFICE

(TRANSITION/OPERATIONAL AUDIT)

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Background/History

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- Collects and disburses court ordered payments
 - ▣ Spousal and/or child support
 - ▣ Fees and expenses (e.g. legal or medical)
 - ▣ Restitution
- No enforcement power
- 6,700 payments annually (559 monthly)
- Some cases date from 1970's
- Assigned number of new cases declining

Current Operations

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- SunTrust Bank account (opened 3/2012)
- Most payments from payers mailed
 - ▣ Military submits via ACH
 - ▣ About 33% walk-in (10 per day)
- \$1-\$2 fee per payment remitted to CCG
- Bank fees part of CCG budget
 - ▣ 2013 over \$3,300
 - ▣ 2014 \$3,020 (as of 8/31/2014)

Significant Operation Recommendations

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- Increase holding time for recipient payments
- Offering ACH to other payers and recipients
- Name change
 - ▣ Office of Court Ordered Payments

Reconciliation of Funds

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- IT reconciles for item legitimacy, not a true reconciliation
- Auditor reconciliation revealed an unidentified overage of \$6,136.51

Stale-Dated Checks & Unclaimed Funds

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- 621 outstanding checks from 1991-2013
 - ▣ Most pre-date SunTrust account and not negotiable

- Outstanding checks prior to 2014 total \$119,255.36
 - ▣ Prior to SunTrust \$111,645.26 (588 checks)
 - ▣ Sun-Trust \$7,610.10 (33 checks)

- \$43,333.01 of unclaimed funds from 1959-1992

- \$48,790.39 Restitution in Abeyance Funds

Staffing

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- Staff reduction of .5 FTE in process

- Options for further staff reduction
 - ▣ Combining physical operations with another like function but keep functions separate

Current Computer System

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- Main frame based developed in 1980's

- 3 main issues
 - ▣ Reliability
 - ▣ Usability
 - ▣ Viability

Reliability Issues

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- Staff can not rely on system for accurate calculations
- Standard reports may generate incorrect totals
- Unable to obtain special reports through IT

Usability Issues

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- Moving through pages
- Look-up function limited
- Does not allow tracking of void or reissued checks
- No report writing feature
- Inability to archive data
- Managing multiple orders for same individual

Viability Issues

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- Mainframe technology
 - ▣ Now only used for extremely large processing needs
 - ▣ Not as responsive to user demands as a PC based system

- Current IT support person soon to retire

- This system beyond patches

PC Based System Benefits

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- Shorter installation lead time to purchase PC software over developing new mainframe program
- More cost effective to purchase existing PC software than to develop, implement, and maintain new mainframe program

PC Based System Benefits

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- Easily customized to meet changing needs
- Flexibility to generate on demand reports
- Reduce dependence on IT for everyday operational issues
- Upgrades of software and user support by technical staff devoted to software

Summary

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- Overall APO performs adequately
- APO leadership looking for ways to improve performance and efficiency
- Projects in place to resolve stale-dated checks and unclaimed funds issues
- On-going search for new PC based software