

April 25, 2023

Executive Office  
Tribal Council  
The Eastern Band of Cherokee Indians  
Cherokee, NC

The Office of Internal Audit and Ethics conducted a follow up review on the Family Support Services audit report 23-002, dated January 10, 2023.

The purpose of this follow-up review is to determine the status of the findings and recommendations. There were 3 issues reported with recommendations made. The status is reported by management with one of the following categories:

- Implemented – adequately addressed by implementing corrective action
- Partially Implemented – initiated but is not complete
- Not Implemented – no action taken
- Withdrawn – no longer exist because of changes in processes or acceptance of risk

Limited audit work was performed on select findings to verify management's assertion. If it could not be verified, the status was adjusted accordingly. A summary of the reported status of the 3 recommendations is as follows: **3 (100%) Partially Implemented**. The detail of this follow up review can be found in the attached audit report summary.

The assistance of the Family Support Services staff is appreciated. Please do not hesitate to contact our office with questions.

Sincerely,



Sharon Blankenship, CIA, CGAP, CFE, LPEC  
Chief Audit and Ethics Executive

cc:

Lori Lambert, Audit and Ethics Committee Chair  
Vickie Bradley, Secretary of Public Health & Human Services  
Michael Quillen, Health Care Business Director  
Barbara Jones, Family Support Services Manager



EASTERN BAND OF CHEROKEE INDIANS  
OFFICE OF INTERNAL AUDIT AND ETHICS  
AUDIT REPORT SUMMARY

**Report Name:** Family Support Services (23-002)

**Audit Type:** Internal Control Review

**Report Date:** January 10, 2023

**Follow up report date:** April 25, 2023

**Background and Scope:**

The Family Support Services (FSS) program with a mission “Touching Cherokee Lives One Economic Crisis at a Time”, serves high risk population and vulnerable families by providing them with assistance to meet their basic needs during times of crisis. The program was originally housed within the Cherokee Boys Club. The audit objectives were to obtain an understanding of key processes within the program and to evaluate the adequacy of internal controls and to identify opportunities for process improvements. The scope of the audit included a review of program financial and operational information and prior audit reports. The period under review was from October 1, 2021 through September 30, 2022.

**Overall Conclusions:**

Overall, internal controls need improvement. There were three issues identified, and recommendations made to address the control weaknesses.

**Summary of Reportable Observations:**

Observation	Recommendation	Management Response	Rating	Implementation Status
<b>File maintenance needs improvement.</b>	Reevaluate the current policy, make any necessary updates, and ensure staff is following policy. Management should also implement a routine quality control review of files.	Agree. Quarterly review of policy is scheduled mid-January. Policy will be updated. Target Implementation: 2/15/23	High	Partially Implemented
<b>The Medical Referral Fuel Assistance policy and procedures need improvement.</b>	Update the policy and procedure for Medical Referral Fuel Assistance and evaluates options to provide more flexibility for clients and program efficiency.	Disagree. Client usage is tracked when reconciliation of monthly bill is reviewed, Inefficient for clients not living on boundary can and will be reviewed, consideration of fuel capacity by car type would be cumbersome at best however consideration of suggestion will be researched. Suggestions offered in this section will require considerable time and attention. Research will begin as time allows.	High	Partially Implemented
<b>Security measures are not sufficient.</b>	It is recommended that the program work with the Security & Surveillance team to evaluate the current camera coverage and install key card access at the appropriate doors.	Agree. Contact IT and hopefully have new camera installed. Target Implementation: 4/5/23	High	Partially Implemented