

State of Rhode Island Office of Internal Audit

Financial Integrity and Accountability Reports

Summary of Responses as of 12/31/2017

Section 3 Strategic Information

#		yes	no	other			
9	Does the entity have a written strategic plan that guides employees on what the entity is working to achieve?	82.26%	11.29%	3.23%			
		<i>within the last year</i>	<i>within the last 3 years</i>	<i>within the last 5 years</i>	<i>within the last 10 years</i>	<i>N/A</i>	
10	If the entity has a written strategic plan, when was it last updated?	45.16%	33.87%	4.84%	0.00%	12.90%	
		<i>quarterly or annual entity wide meetings</i>	<i>written communication</i>	<i>email</i>	<i>posted on agency website or internal intranet</i>	<i>no formal communication</i>	<i>N/A</i>
11	How is the strategic plan communicated within the organization? Select all that apply.	50.00%	61.29%	48.39%	33.87%	6.45%	12.90%
		<i>yes</i>	<i>no</i>	<i>N/A</i>			
12	Does the department's strategic plan have quantifiable goals to determine success?	77.42%	3.23%	16.13%			
		<i>yes for all programs</i>	<i>yes for more than half of programs</i>	<i>yes for less than half of programs</i>	<i>no</i>		
13	Does the department have performance measures for programs it administers?	38.71%	40.32%	11.29%	6.45%		
		<i>more than once a month</i>	<i>every 1-3 months</i>	<i>every 3-6 months</i>	<i>every 6-12 months</i>	<i>less than once per year</i>	<i>N/A</i>
14	Does the department use performance-based data, or other measures to compare it's actual performance, with programmatic goals and objectives? If yes, how often is this done?	12.90%	35.48%	27.42%	16.13%	0.00%	4.84%
		<i>yes</i>	<i>no</i>				
15	Is the entity responsible for meeting the immediate needs of the public or its constituents in an emergency situation such as a security threat or natural disaster?	53.23%	43.55%				
16	Does the entity have an emergency preparedness plan in the event of catastrophe (e.g. fire, flood, hurricane, blizzard, pandemic illness)?	82.26%	14.52%				
		<i>within the last year</i>	<i>within the last 2 years</i>	<i>within the last 5 years</i>	<i>longer than 5 years ago</i>	<i>we have never used the plan</i>	<i>we do not have a plan</i>
17	If the entity has an emergency preparedness plan, when was the last time this plan was used in exercise or actual emergency?	33.87%	12.90%	9.68%	9.68%	16.13%	14.52%
		<i>within the last year</i>	<i>within the last 3 years</i>	<i>within the last 5 years</i>	<i>within the last 10 years</i>	<i>N/A</i>	
18	If the entity has an emergency preparedness plan, when was it last updated?	54.84%	11.29%	11.29%	3.23%	16.13%	
		<i>quarterly or annual entity-wide meetings</i>	<i>written communication</i>	<i>email</i>	<i>posted on agency website or internal intranet</i>	<i>no formal communication</i>	<i>entity does not have an emergency preparedness plan</i>
19	If the entity has an emergency preparedness plan, how is it communicated within the organization? Select all that apply.	33.87%	58.06%	51.61%	24.19%	9.68%	14.52%
		<i>yes</i>	<i>no</i>				
20	Does the department actively monitor staff who perform vital functions, especially in those areas where non-performance could adversely affect risk?	77.42%	19.35%				
21	Has inadequate/outdated technology affected the entity's progress toward meeting its objectives?	45.16%	51.61%				
22	Has inadequate/outdated equipment (other than technology) affected the entity's efforts toward meeting it's objectives?	24.19%	72.58%				

Section 4 Operational Information

23	Has there been a change in the nature, size or structure, of the entity, within the last year?	24.19%	72.58%				
		<i>within the last year</i>	<i>within the last 3 years</i>	<i>within the last 5 years</i>	<i>within the last 10 years</i>	<i>never updated</i>	<i>the entity does not have policies and procedures manuals</i>
26	If the entity has policies and procedures manuals, when were they last updated?	53.23%	14.52%	8.06%	9.68%	3.23%	8.06%
		<i>at time of hire</i>	<i>annually</i>	<i>as needed due to changes or additions</i>	<i>the entity does not provide training on the policies and procedure manuals</i>	<i>the entity does not have policies and procedures manuals</i>	
27	If the entity has policies and procedures manuals, how often does the entity provide training on the policies and procedures to the staff?	62.90%	16.13%	83.87%	1.61%	6.45%	
		<i>yes</i>	<i>no</i>		<i>not sure</i>		
28	Are policies and procedures (written or un-written) designed to provide adequate segregation of duties or independent checks?	87.10%	3.23%	6.45%			
		<i>yes</i>	<i>generally yes</i>	<i>sometimes</i>	<i>no</i>	<i>not sure</i>	<i>N/A</i>
29	Is the internal control structure supervised and reviewed by management to determine if it is operating as intended?	61.29%	27.42%	1.61%	0.00%	0.00%	6.45%

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		<i>yes</i>	<i>generally yes</i>	<i>no</i>	<i>not sure</i>		
30	Are there adequate systems of authorization and approval of transactions?	82.26%	12.90%	1.61%	0.00%		
31	Does the entity have adequate staffing in order to reasonably ensure all control activities are in place and operating as designed?	37.10%	43.55%	14.52%	1.61%		
		<i>less than 100</i>	<i>100 to 1,000</i>	<i>1,001 to 10,000</i>	<i>10,001 to 100,000</i>	<i>100,001 to 250,000</i>	<i>greater than 250,000</i>
32	Estimate the number of financial transactions the entity processes on a monthly basis.	33.87%	19.35%	20.97%	9.68%	6.45%	6.45%
		<i>yes</i>	<i>generally yes</i>	<i>no</i>	<i>not sure</i>		
33	Is there timely (2-3 business days) and appropriate documentation and recording of financial transactions?	51.61%	43.55%	0.00%	1.61%		
		<i>yes</i>	<i>no</i>				
34	Does management identify and analyze risks relating to change, such as new technology, new regulations, restructuring and rapid growth?	87.10%	9.68%				
35	Does the department have a process in place to identify new (or changed) laws, or statutory requirements that could affect its operations?	91.94%	4.84%				
		<i>yes</i>	<i>no</i>				
36	Are there new (within the last year) and significant legal, regulatory, or professional requirements of the entity that the entity may not be able to satisfy?	14.52%	82.26%				
37	Is the entity responsible for overseeing multiple year and varied federal award programs?	61.29%	35.48%				
		<i>yes</i>	<i>no</i>	<i>the entity is not responsible for the administration of federal award programs</i>			
38	Does the entity have written policies and procedures related to the administration of federal awards?	56.45%	4.84%	35.48%			
		<i>yes</i>	<i>generally yes</i>	<i>sometimes</i>	<i>no</i>	<i>not sure</i>	
39	Is there adequate management understanding of information technology?	56.45%	33.87%	4.84%	1.61%	0.00%	
		<i>yes</i>	<i>no</i>				
40	Are controls in place to ensure information systems and data are protected from unauthorized access, theft, or malicious acts?	90.32%	6.45%				
41	Does the entity interact with the public using the Internet? (i.e. accept payments, take applications, complaints)	75.81%	20.97%				
42	Other than services provided by the Division of Information Technology (DoIT), are any information technology related functions outsourced?	66.13%	30.65%				
44	Do information systems' controls effectively prevent and/or detect missing, or invalid data?	75.81%	20.97%				
45	Do only authorized staff have information system override privileges?	90.32%	6.45%				
		<i>yes</i>	<i>no</i>	<i>not sure</i>			
46	Have deficiencies been detected in internal controls, by management, internal audit, the Office of the Auditor General, or other regulatory authorities, within the last year?	27.42%	66.13%	3.23%			
		<i>yes</i>	<i>generally yes</i>	<i>sometimes</i>	<i>no</i>	<i>not sure</i>	
47	Does management promote the identification and discussion of potential and known problems with auditors and other evaluators?	69.35%	19.35%	0.00%	4.84%	3.23%	
Section 5 Financial Information							
		<i>yes</i>	<i>no</i>	<i>not sure</i>			
48	Did you request a supplemental budget this year?	37.10%	53.23%	6.45%			
		<i>highly effective</i>	<i>effective</i>	<i>somewhat effective</i>	<i>not effective</i>	<i>not sure</i>	
49	Evaluate the budget process as an effective control mechanism.	22.58%	48.39%	19.35%	3.23%	3.23%	
		<i>yes often</i>	<i>sometimes</i>	<i>occasionally</i>	<i>no</i>		
50	Are there disagreements between the Controller's/Budget Offices and the entity with regard to accounting, auditing and reporting matters?	1.61%	12.90%	25.81%	56.45%		
		<i>yes</i>	<i>no</i>	<i>not sure</i>			
51	Have formal or informal restrictions been applied to the internal or external auditor to limit access to people and information?	3.23%	83.87%	9.68%			
		<i>audit findings are corrected within 6 months</i>	<i>audit findings are prioritized by management and corrected when possible</i>	<i>audit findings are generally not corrected</i>	<i>the entity has not had audit findings</i>		
52	Which answer best describes how the entity handles audit findings?	25.81%	41.94%	0.00%	29.03%		
		<i>has met all reporting requirements</i>	<i>generally meets all reporting requirements</i>	<i>has been unable to meet some reporting requirements</i>	<i>generally unable to meet its reporting requirements</i>		
53	Considering the past two years, please select the answer that best describes the entities ability to meet its periodic reporting requirements.	54.84%	41.94%	0.00%	0.00%		

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	<i>yes</i>	<i>no</i>	<i>no sub-awards issued using federal funds</i>			
54	19.35%	4.84%	72.58%			
	<i>yes</i>	<i>generally yes</i>	<i>not really</i>	<i>no</i>		
56	29.03%	33.87%	25.81%	8.06%		
	<i>yes</i>	<i>no</i>				
57	8.06%	88.71%				
	<i>highly effective</i>	<i>effective</i>	<i>somewhat effective</i>	<i>not effective</i>	<i>N/A</i>	
58	33.87%	27.42%	1.61%	0.00%	33.87%	
	<i>grant management system</i>	<i>excel spreadsheets</i>	<i>other</i>	<i>agency does not systematically track federal revenue and expenditures</i>		
59	43.55%	61.29%	24.19%	19.35%		
	<i>yes</i>	<i>occasionally</i>	<i>generally no</i>	<i>no</i>		
60	33.87%	4.84%	4.84%	53.23%		
	<i>high risk</i>	<i>moderate risk</i>	<i>low risk</i>	<i>little or no risk</i>		
61	0.00%	8.06%	22.58%	66.13%		
	<i>yes</i>	<i>no</i>				
62	0.00%	96.77%				
	<i>yes</i>	<i>generally yes</i>	<i>not in all instances</i>	<i>no</i>		
63	64.52%	29.03%	3.23%	0.00%		
	<i>cash</i>	<i>personal/business check</i>	<i>certified/bank check/money order</i>	<i>credit/debit card</i>	<i>ach/direct deposit/wire transfer</i>	<i>entity does not accept payment from the public</i>
64	32.26%	64.52%	58.06%	29.03%	30.65%	29.03%
	<i>highly effective</i>	<i>effective</i>	<i>adequate</i>	<i>less than adequate</i>	<i>poor</i>	
65	25.81%	25.81%	25.81%	14.52%	4.84%	
	<i>highly effective</i>	<i>effective</i>	<i>adequate</i>	<i>less than adequate</i>	<i>poor</i>	<i>not sure</i>
66	27.42%	33.87%	25.81%	6.45%	3.23%	0.00%
67	40.32%	45.16%	9.68%	0.00%	0.00%	1.61%
	<i>highly effective</i>	<i>effective</i>	<i>adequate</i>	<i>less than adequate</i>	<i>poor</i>	
68	72.58%	22.58%	1.61%	0.00%	0.00%	
69	74.19%	20.97%	1.61%	0.00%	0.00%	
70	56.45%	30.65%	8.06%	1.61%	0.00%	
Section 6 Human Resource Management						
	<i>yes</i>	<i>no</i>				
71	45.16%	51.61%				
72	90.32%	6.45%				
73	82.26%	14.52%				
74	75.81%	20.97%				
	<i>within the last year</i>	<i>within the last 3 years</i>	<i>within the last 5 years</i>	<i>within the last 10 years</i>	<i>N/A</i>	
75	24.19%	19.35%	16.13%	11.29%	25.81%	
76	29.03%	19.35%	6.45%	19.35%	22.58%	
	<i>yes</i>	<i>generally yes</i>	<i>no</i>			
77	75.81%	19.35%	1.61%			

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		yes	no			
78	Are background checks conducted on potential hires?	91.94%	4.84%			
79	Are credentials and references verified, for potential hires?	96.77%	0.00%			
		<i>yes, sufficient</i>	<i>yes, but barely sufficient</i>	<i>no, not sufficient</i>		
80	Does the entity have sufficient numbers of people with the requisite skills to achieve its organizational objectives?	25.81%	41.94%	29.03%		
		<i>yes</i>	<i>no</i>			
81	Does the agency have a succession plan in place for senior management and other key employees?	51.61%	45.16%			
		<i>yes</i>	<i>no</i>	<i>not sure</i>		
82	Does the entity have operations or individuals that have evidenced significant ethical shortfalls and the appropriate personnel actions have not been taken?	0.00%	0.00%	1.61%		
		<i>excellent</i>	<i>good</i>	<i>fair</i>	<i>low</i>	
83	Evaluate morale among senior management.	41.94%	50.00%	4.84%	0.00%	
84	Evaluate morale among employees.	29.03%	45.16%	19.35%	3.23%	
		<i>yes</i>	<i>no</i>			
85	Are there mandatory vacations for employees performing key control functions?	6.45%	90.32%			
86	Do training and mentoring programs exist for employees?	80.65%	16.13%			
87	Does management utilize methods such as cross-training, strategic hiring practices, detailed procedure documentation, enhanced supervision, etc. to help mitigate the risk associated, with sudden, or significant changes in key personnel?	83.87%	12.90%			
88	Is there a risk that the Finance function of the entity will fail to function as a control in the event that senior management seeks to override established controls or take overly aggressive financial reporting positions?	0.00%	96.77%			
89	Is there any indication that unreliable or inaccurate estimates have been provided, or that management has been less than forthright?	0.00%	96.77%			
		<i>management has a long track record of meeting or exceeding strategic goals, as well as a positive history of reacting to changing conditions</i>	<i>management has been successful in meeting goals and objectives, appears to be in control of operations</i>	<i>moderately successful in meeting goals and forecasts, occasional crisis management due to changing operating conditions</i>	<i>often unable to meet goals, operational changes often create crisis situations for management</i>	<i>rarely able to meet goals, constant management by crisis</i>
90	Evaluate management's past performance:	46.77%	40.32%	9.68%	0.00%	0.00%
		<i>experienced management team that has successfully managed through one or more business cycles</i>	<i>management team of average experience that has successfully managed through one or more business cycles</i>	<i>senior management team lacks experience in a key area</i>	<i>senior management team lacks experience with common industry problems</i>	
91	Evaluate management's experience and skill mix:	82.26%	14.52%	0.00%	0.00%	
		<i>good management depth at key positions with full succession planning</i>	<i>adequate management depth with all key positions covered by qualified individuals</i>	<i>insufficient management depth with an active recruiting effort to fill positions</i>	<i>insufficient management depth in key positions representing serious exposures</i>	
92	Evaluate management's depth:	37.10%	48.39%	6.45%	4.84%	
Section 7 Regulatory / Compliance						
		<i>yes</i>	<i>no</i>			
93	Is there an oversight authority or board of directors to whom management is responsible?	61.29%	35.48%			
		<i>yes</i>	<i>no</i>	<i>N/A</i>		
94	If the entity does have an oversight authority or board of directors to whom management is responsible, is there evidence of ineffective monitoring of management?	3.23%	59.68%	33.87%		
95	Have there been any changes in the entity's legal counsel during the past year?	19.35%	61.29%	16.13%		
		<i>yes</i>	<i>no</i>			
96	Is the entity currently under a regulatory or other supervisory order?	12.90%	83.87%			
97	Are there any actual or pending inquiries, investigations, or actions by a regulatory agency, that would affect the entity's ability to operate?	4.84%	91.94%			
98	Does the entity have any specific anti-fraud policies?	43.55%	53.23%			
99	Does the entity have an internal audit function, other than the Bureau of Audits?	32.26%	64.52%			
100	Does the entity work with client information, requiring security, privacy, and confidentiality?	82.26%	14.52%			

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101	Does the entity have a documented privacy and confidentiality policy?	77.42%	19.35%	
102	Is the entity subject to debt covenant requirements?	12.90%	83.87%	
		<i>yes</i>	<i>no</i>	<i>N/A</i>
103	If the entity is subject to debt covenant requirements, is the entity in compliance?	12.90%	1.61%	82.26%
104	Does the entity have policies/procedures for maintaining compliance with environmental laws?	32.26%	8.06%	56.45%

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		<i>yes</i>	<i>no</i>			
105	Is the entity involved in the production or handling of hazardous substances (besides the office related items such as ink and toner cartridges)?	24.19%	72.58%			
		<i>yes, often</i>	<i>occasionally</i>	<i>no</i>		
106	Does the entity conduct internal self-reviews with regard to compliance with laws and regulations?	48.39%	35.48%	12.90%		
Section 8 Government Service						
		<i>very well</i>	<i>adequately well</i>	<i>adequately well in most areas, though some need improvement.</i>	<i>not very well</i>	
107	How well is the entity meeting the needs of its constituents?	41.94%	33.87%	20.97%	0.00%	
		<i>yes</i>	<i>no</i>			
108	Does the entity have a means of monitoring constituent satisfaction with its services?	69.35%	27.42%			
		<i>yes</i>	<i>generally yes</i>	<i>no, this has not been an area of focus</i>		
109	Does the entity focus on improving accountability and transparency to the general public through the use of internet portals (ri.gov) or another means of information disbursement?	54.84%	29.03%	12.90%		
		<i>physical relocation</i>	<i>physical improvement to facilities</i>	<i>change in hours</i>	<i>improved phone service</i>	<i>internet services</i>
110	How is the entity working to improve government accessibility? Please check all that apply.	16.13%	48.39%	16.13%	41.94%	77.42%
						<i>improved customer service program</i>
						53.23%