

2000

Annual Report

STATE OF ILLINOIS

OFFICE OF THE AUDITOR GENERAL



William G. Holland
Auditor General

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OFFICE OF THE AUDITOR GENERAL
WILLIAM G. HOLLAND

March 1, 2001

Honorable Members of the General Assembly
The Legislative Audit Commission
The Honorable George Ryan, Governor
Citizens of Illinois

Ladies and Gentlemen:

In compliance with Section 3-15 of the Illinois State Auditing Act, I submit the Annual Report of the Office of the Auditor General for the year ended December 31, 2000.

I have always believed the audit process cannot have value unless it is fair. With this in mind, my goal has been to present objective, balanced and unbiased audits. I believe this annual report reflects the success of my office in meeting that goal during 2000. It will continue to be my goal during the coming year.

I thank all those who made possible the results reported including, in particular, members of the General Assembly, members and staff of the Legislative Audit Commission, and the staff of this office.

Yours truly,

A handwritten signature in black ink, appearing to read "William G. Holland", with a long, sweeping flourish extending upwards and to the right.

WILLIAM G. HOLLAND
Auditor General

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OVERVIEW

Since August 1992, William G. Holland has served as Auditor General of the State of Illinois. He was appointed by the General Assembly to a ten-year term on July 2, 1992.

As a constitutional officer, the Auditor General audits public funds of the State and reports findings and recommendations to the General Assembly and to the Governor. The establishment of the Auditor General under the Legislature is important. It ensures that the Legislature, which grants funds and sets program goals, will ultimately review program expenditures and results. Thus, agencies are accountable to the people through their elected representatives.

The Auditor General's office performs several types of audits to review State agencies. Financial and Compliance audits are mandated by law. They disclose the obligation, expenditure, receipt, and use of public funds. They also provide agencies with specific recommendations to help ensure compliance with State and federal statutes, rules, and regulations.

Performance audits are conducted at the request of legislators to assist them in overseeing government. Programs, functions, and activities are reviewed according to the direction of the audit resolution or law directing the audit. The General Assembly may then use the audit recommendations to develop legislation for the improvement of government.

Information Systems audits are performed on the State's computer networks. They determine whether appropriate controls and recovery procedures exist to manage and protect the State's financial and confidential information.

Copies of all audits are made available to members of the Legislature, the Governor, the media, and the public. Findings include areas such as accounts receivable, contracts, expenditure control, leases, misappropriation of funds, personnel and payroll, property control, purchasing, reimbursements, computer security, telecommunications, and travel.

Audit reports are reviewed by the Legislative Audit Commission in a public hearing which includes the agency's officials. Testimony is taken from the agency regarding the audit findings and the plans the agency has for corrective action. In some cases, the Commission may decide to sponsor legislation to correct troublesome fiscal problems brought to light by the audit. All outstanding recommendations are reviewed during the next regularly scheduled audit of the agency; or, if the Commission requests, a special interim audit may be conducted. •

PUBLIC INFORMATION

An audit and its supporting workpapers, unless confidential by, or pursuant to, law or regulation, are public documents once the report has been officially released to the Legislature, the public, and the press. These documents are available for review in our Springfield and Chicago offices.

The following information is also available by request:

- Late Filing Affidavits
- Emergency Purchase Affidavits
- Professional or Artistic Services Affidavits
- Contractual Services Certifications

Information about the Auditor General is now available on a Home Page on the Internet.

This information includes current digests of financial/compliance audits and the year each Illinois state agency is audited. Also available is information on our performance and information systems audits.

We believe a presence on the Internet enhances the public's access to our audits.

OUR INTERNET ADDRESS IS:

<http://www.state.il.us/auditor>

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THE COMPLIANCE AUDIT PROGRAM

The Auditor General is required by the Illinois State Auditing Act to conduct a financial and compliance audit of every State agency at least once every two years. These audits inform the public, the Legislature, and State officers about the obligation, expenditure, receipt, and use of public funds and provide State agencies with specific recommendations to ensure full compliance with State and federal statutes, rules, and regulations.

The Compliance Audit Division conducted 154 compliance, financial, federal, and special audits in 2000. Staff auditors conducted 15 of these audits. The remainder were performed by public accounting firms under the general direction and management of the Auditor General's audit managers.

The Illinois Constitution of 1970 revised and expanded the traditional financial audits conducted of State agencies to focus on compliance with legislative intent and proper performance of governmental operations, as well as financial accountability.

The compliance audit program has a positive impact on the operations of State government because agencies implement many of the recommendations made in these audits. Compliance audits are also reviewed by the Legislative Audit Commission where legislators question agency directors about audit findings and the corrective action they plan to take. Legislators and their staffs also use compliance audits during appropriation hearings in the spring legislative session. To maximize the usefulness of audit information, the Office attempts to deliver audits as early as possible in the legislative session. •

ACCOUNTABILITY

A number of compliance audits issued in 2000 had findings which were critically important from an accountability standpoint.

COSTS OF INCARCERATION NOT BEING COLLECTED

During fiscal year 1999, the cost of incarcerating inmates at **Department of Corrections'** facilities totaled almost \$856 million. Reimbursements from inmates, excluding fees collected from Community Correctional Centers (CCC) and Electronic Detention (ED), totaled only \$57,818, or an average of \$1.34 per inmate.

The Department collected reimbursements for the cost of incarceration from three sources during the audit period, all from sources "inside" the Department:

- Inmates working for Correctional Industries at adult institutions reimbursed the Department 3% of monthly wages in excess of \$25 per month. During fiscal year 1999 the Department received \$57,818 from inmates working for Correctional Industries.
- Inmates at CCCs are required to remit 20% of their earnings from private employers as "maintenance fees." This totaled \$1,693,460 in fiscal year 1999.
- Inmates on ED are required to remit 20% of their earnings from private employers as "maintenance fees." This totaled \$369,394 in fiscal year 1999.

The Unified Code of Corrections states: "Convicted persons committed to Department correctional institutions or facilities shall be responsible to reimburse the Department for the expenses incurred by their incarceration at a rate to be determined by the Department."

The Department has procedures to recover costs from inmate assets on deposit in Department-held trust funds in excess of \$2,000, however, no collections were pursued or deposited during fiscal year 1999. Presently, the Department has no for-

mal procedures to identify assets or income maintained by an inmate outside of the Department trust fund. We noted the following:

- There were no procedures at the time of inmate intake to identify assets, no financial analysis was conducted, no credit check was obtained, and there was no identification of potential responsible parties.
- There were no procedures for billing inmates or responsible parties.
- The Department did not look beyond the inmate's trust fund for money that could be used as reimbursement, while many inmates were transferring money to bank accounts outside the facility.

Department officials stated it would not be cost beneficial to pursue further reimbursements from inmates. However, the Department has not performed a formal cost benefit analysis to support this assertion.

We recommended the Department of Corrections investigate beyond an inmate's individual trust fund and, in compliance with the State statute, make an effort to recover as much money as possible for the cost of incarceration.

Department officials partially accepted the recommendation and indicated they would notify the Attorney General if they became aware of any inmate having substantial assets. In addition, Department management responded it did not feel the legislation was intended to direct the Department to investigate routinely the financial status of inmates.

INADEQUATE SAFEGUARDING OF PROPERTY AND EQUIPMENT

The **Department of Human Services** did not maintain proper safeguards over property and equipment at its Springfield warehouse location.

The warehouse is the central receiving point for almost all of the Department's new equipment

purchases. This included over \$28 million of EDP equipment purchased during the audit period. We noted the following lack of controls over equipment located at the warehouse:

- We were allowed to enter and tour the warehouse without being questioned or being asked the purpose of our visit.
- Warehouse personnel were not visibly present when computer equipment was left in the receiving area and the large loading dock doors remained opened.
- Computer equipment was accessible to non-management information systems personnel who did not need access to the equipment.
- Employees did not wear identification badges and non-employees were not required to show identification or sign a logbook before entering. Truck drivers making deliveries were allowed to move around the warehouse unescorted.
- Management did not know how many people had the security code to access the warehouse.
- The warehouse security guard could not observe all entrances and exits from his desk.

We recommended logbooks be maintained to document all persons accessing the warehouse other than designated warehouse employees, access codes only be granted to authorized personnel, loading dock doors be secured when not in use, computer equipment be accessible only by authorized personnel, and warehouse personnel escort all visitors.

Department officials accepted our finding and recommendation and stated they now have computer equipment segregated in a separate warehouse.

INADEQUATE PROCUREMENT PROCESS

During FY99, the **Department of Public Aid** filed 28 emergency purchase affidavits with the Office of the Auditor General for total costs of \$3,546,542. We made additional inquiries regarding the emergency nature of 16 purchases and we noted 8 instances in which it appeared an emergency could have been avoided.

We recommended the Department develop and implement an adequate procurement process requiring Bureaus to identify possible goods and services needed to meet implementation deadlines for projects to avoid emergency purchases.

The Department did not accept our finding and recommendation noting that it does have an adequate procurement process and does work with the procuring Bureaus to identify possible goods and services to meet current needs. The Department also responded the emergency procurements in question were made in accordance with the required policy and procedure, as well as the Procurement Code and procurement rules.

In an auditor's comment, we noted that we had not questioned whether the Department followed the emergency purchase process correctly. We questioned whether Department personnel engaged in adequate and timely management planning to enable them to competitively procure key contracts and thus avoid using non-competitive emergency procedures.

STATE HOUSING BENEFITS NOT PROPERLY REPORTED

The **Department of Corrections** was providing several employees with State housing at a reduced cost. Currently it has approximately 62 employees living in State-owned housing. The Department charges up to \$120 per month for employee houses and \$27 per month for guard dormitory rooms and pays all utility costs. The Department could not provide a fair market value for this housing.

Although the practice of renting housing to employees below market value appears proper, the Department failed to report the value of the housing that was not paid for by the employee as income as required by Internal Revenue Service regulations.

Department officials stated housing is provided as a benefit to many of its guards and wardens and they do not feel they should have to report the value as income.

We recommended the Department determine the fair market value of the housing benefits provided

and report the excess value of State housing benefits as required by Internal Revenue Service regulations.

Department officials accepted our recommendation and responded that the Department provides housing to certain employees for the convenience of the Department. In addition, they indicated housing provided on prison property does not have a fair market value and the administrative directive on the use of State-owned housing is being revised pursuant to Internal Revenue Service regulations.

FAILURE TO ADMINISTER A CONTRACT

The **Human Rights Commission** did not adequately administer a contract to develop a new case management system which was to be complete by June 10, 1999.

In July 1998, the Commission paid a contractor \$117,560 although the contractor did not provide documentation on the number of hours worked or the hardware/software provided, nor did the contractor provide any supporting documentation. By June 30, 1999 the system was still not completed and in September 1999, the Commission alleged that the contractor was in breach of the contract.

The Commission then requested the Attorney General's Office to represent it in a breach of contract suit against the contractor. The Commission may recover the \$117,560, but it may incur the added expense of litigation.

Commission officials agreed with our recommendation to establish controls to ensure contractor billings contain itemized charges and adequate supporting documentation and that goods are actually received before payments are made.

INCOMPLETE AND INACCURATE TAX RETURN INFORMATION

The **Department of Revenue** did not have controls in place to ensure that complete and accurate information is received for property tax credits. The property tax credit is a direct dollar for dollar offset against taxes owed. Line 20 of the Illinois individual income tax return requires that the total amount of the property tax paid be reported and

allows a credit of 5% to be taken as an offset. For the 16 returns in our sample that claimed the offset, two could not be calculated because the amount of property tax paid was missing from the return, and another credit was incorrectly calculated. The 16 property tax credits in our sample averaged about \$145.00. In calendar year 1998, the total property tax credit for Illinois exceeded \$274 million.

The property tax credit is part of a computational field and good business practice dictates that credits claimed should be reviewed by the Department for completeness and accuracy.

We recommended the Department establish and implement control procedures to ensure accurate computation of the property tax credit.

Department officials responded that they could not review all the two million plus returns that claimed property taxes during the 2000 processing season but would use error edits to review approximately 70,000 of the larger returns. For the next tax season, 2001, they will either incorporate the property tax worksheet into the return or capture property tax information through systematic data entry.

WEAK PROCEDURES AT UNIVERSITY HOSPITAL

Our review of procedures and records at the **University of Illinois Hospital** identified several weaknesses and areas where improvements are needed to enhance operations as follows:

- The Hospital's processes for the timely and accurate accumulation and reporting of financial information were not adequate. As a result of the audit, the Hospital recorded adjustments that increased its loss by \$3.3 million to \$12.6 million. Adjustments were necessary due to a substantial number of unrecorded liabilities, incorrect recording of the liability for anticipated patient refunds, and problems with reconciling the detail of accounts receivable to the reported balance. These situations appear to be due to the lack of formal processes, timeliness, supervision, and training in the general and patient accounting divisions. Additionally, during the audit period, the Hospital contracted with a third party for a detailed study of

Hospital operations. Hospital officials indicated that the additional workload caused by the study may have contributed to a lack of attention to existing policies, procedures and processes.

- The Hospital had inadequate procedures for billing and monitoring the collection of patient accounts receivable. Our testing noted: refusal of payment by third-party payers due to untimely billing and lack of pre-authorization; unbilled inpatient charges due to medical record data not being available; and the lack of monitoring and follow-up to ensure collection. Billing and monitoring patient accounts is a complex function that must be performed timely and accurately.
- The Hospital inconsistently calculated contractual allowances. A contractual allowance is that portion of a patient's account that will not be collected due to a contractual agreement with a third-party payer to accept less than the Hospital's standard charge. The effect of a contractual allowance is typically to reduce patient accounts receivable and revenues in the accounting records at the time the service is delivered. Our testing noted that for 9 out of 138 transactions tested, the Hospital did not record the contractual allowance until the time of collection. Untimely recording of contractual allowances misstates the Hospital's periodic operating statements. In these 9 instances the contractual allowance adjustment was approximately \$750,000.
- The Hospital did not have adequate control over all medical records. During our testing, we were unable to obtain medical records for all patients selected for testing in a timely manner. Movement of medical records must be carefully controlled so that all records can be located in a timely manner. Accounts cannot be billed until the medical record is reviewed for completeness and coded. The records must then be retained to support the propriety of amounts billed.
- The Hospital did not make timely submissions of past due patient accounts to the State Comptroller's Offset System. As of June 30, 1999, the Hospital submitted all patient accounts greater than \$1,000 and one year past

due. The State Collection Act of 1986 requires the submission of all such accounts that are more than 90 days past due. Upon the reporting of this finding in our prior audit, the University on behalf of the Hospital, requested relief from the 90 day requirement to allow them to report only those patient accounts greater than one year past due. In September 1999, the University was notified by the State Comptroller that an exception was granted to allow submission of all patient accounts greater than \$1,000 and 180 days past due.

- Key operating statistics and patient receivable information used by the Hospital to monitor and analyze operations were estimated for financial analysis since accurate, actual data was not available. Accurate statistics are necessary to enable management to make informed decisions.
- University officials concurred with the findings related to the Hospital operations. They stated that corrective actions will be implemented during FY 2000 to improve operations.

NON-REPORTING OF STATE FAIR EXPENDITURES

The Comparative Statement of Revenues and Expenditures for the **Illinois State Fair** did not include all significant Fair-related expenditures. Most Fair costs are paid from the State Fair Fund and direct Fair-related appropriations. However, an estimated \$1.3 million in expenditures which were not directly appropriated to the Fair or readily identifiable as expenditures of the State Fair were excluded from the Statement of Revenues and Expenditures. These estimated Fair-related costs were from the Springfield Buildings and Grounds appropriation, which is also used for non-fair activities, general upkeep and maintenance of the fairgrounds and for the Department's main office building located on the fairgrounds. The Department developed a methodology to estimate Fair-related costs from this appropriation (\$1,276,243) but did not identify the actual expenditures.

We recommended the Department maintain actual expenditure detail for the State Fair and other components of the Buildings and Grounds appropriation to ensure accurate reporting and accounting.

Department officials accepted our recommendation and stated beginning in FY2001, they will maintain detailed expenditure records for the State Fair and other components of the Buildings and Grounds appropriation.

Improving Controls Over Unemployment Benefits

Audits have continued to find that State agencies are paying for questionable unemployment benefits for current and former employees. Testing done at 8 of 9 State universities in 1999 found that 42 percent of the cases reviewed (107 of 255) contained exceptions. A total of \$173,262 in payments were questioned.

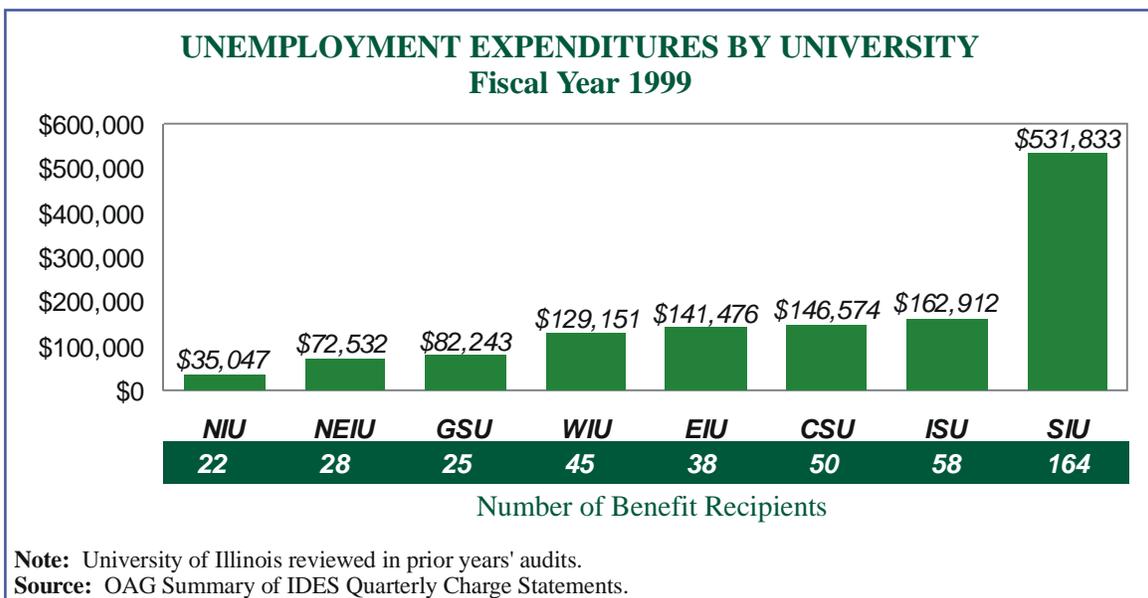
The **Illinois Department of Employment Security (IDES)** is responsible for processing unemployment benefits to workers who become temporarily unemployed. However, each agency is responsible for reviewing unemployment claims and filing protests where appropriate. Agencies have two opportunities to review unemployment benefits: 1) when IDES sends claim notices to the agency; and 2) when IDES issues a quarterly statement detailing charges to each agency's account.

Audits have noted the following instances when unemployment benefits should have been protested by the agency:

- **Simultaneous Employment** - Individuals receiving a regular paycheck and unemployment check at the same time.
- **Resignations** - Individuals receiving unemployment benefits even though they resigned their employment.
- **Misconduct** - Individuals receiving benefits even though they were discharged due to misconduct associated with their job.

Controls over unemployment benefits can be improved by:

- Familiarizing responsible staff with the various reasons to protest unemployment claims;
- Developing formal policies and procedures for the review of unemployment activity;
- Timely reviewing and protesting of all ineligible claims;
- Reviewing quarterly IDES statements for inappropriate charges;
- Reporting vacation payouts to IDES for former employees requesting unemployment benefits; and
- Retaining all necessary documentation to evaluate whether an unemployment claim or charge was valid. •



TUITION WAIVERS FOLLOW-UP

In 1996, the Legislative Audit Commission adopted Resolution Number 108 directing the Auditor General to conduct a management audit of tuition and fee waivers granted to students attending the State's public universities. The audit was released in April 1998 and in fiscal year 1999 we followed up on State universities' implementation of our recommendations. The follow-up reported that the Illinois Board of Higher Education issued the "Public University Tuition and Fee Waiver Guidelines" in June 1999 in response to our recommendation, and the State universities were in the process of implementing the audit recommendations.

In our fiscal year 2000 compliance audits, we will again assess the degree to which universities implemented the management audit recommendations. We will review their tuition waiver policies and procedures and sample tuition waivers to test the adequacy of documentation. •

FEDERAL AUDITING

In 2000, our Office distributed 43 audits which were designed to meet both federal and State compliance audit requirements. Such combined purpose audits are mandated by the federal Single Audit Act. Reimbursements to the State's General Revenue Fund for the federal share of these audits released by our Office in 2000 should exceed \$1,200,000.

Audits for federal compliance purposes disclosed a number of questioned costs in federal programs which could result in the need for repayment to the federal government.

STATEWIDE SINGLE AUDIT UPDATE

The State of Illinois kicked-off its implementation of auditing federal grant programs on an annual statewide basis in a meeting held on February 4, 2000, in the auditorium of the Illinois State Museum. There were 120 state employees from 43 agencies in attendance. The attendees were not only accounting and auditing staff but also those persons who are assigned the responsibility to administer the federal program within an agency. The Auditor General introduced the program by reminding attendees of the benefits to be derived from the State adopting an Annual Statewide Single Audit approach. They are:

- Reduced costs to state agencies;
- Less audit effort for agencies;
- More readily available information; and
- Annual audits of federal programs.

The audit firm of KPMG LLP was selected as Special Assistant Auditors for the first Statewide Single Audit in Illinois. This firm has prior experience in conducting statewide A-133 audits of several state governments.

The FY 2000 Single Audit will group the major programs at state agencies into three segments – Human Services, Education and All Others. To complete the FY 2000 Single Audit, three audit teams have been established covering the following defined major programs:

Human Services

- Food Stamp Cluster
- Special Supplemental Nutrition - WIC
- Temporary Assistance for Needy Families
- Foster Care Title IV-E
- Title IV-E Adoption Assistance
- Vocational Rehabilitation Grants to States
- Disability Insurance
- Child Care Cluster
- Title XX Social Services Block Grant
- Prevention/Treatment of Substance Abuse Block Grant
- Medicaid Cluster
- Child Support Enforcement
- Aging Cluster

Education

- Food Distribution
- Child Nutrition Cluster
- Child & Adult Care Food
- Special Education Cluster
- Title I Grants - Grants to Local Education Agencies
- Vocational Education - Basic Grants to States (Perkins)
- Federal Family Education Loan Program
- Class Size Reduction

All Others

- Airport Development Projects
- Highway Planning & Construction
- Community Development Block Grant - Small City
- Low Income Home Energy Assistance
- Unemployment Insurance
- Employment Service Cluster
- Capitalization Grants for Revolving Loan Funds/Drinking Water
- Job Training Partnership Act Cluster

The major spending associated with the above programs was identified in ten agencies. They are as follows:

1. Department of Human Services
2. State Board of Education
3. Department of Children & Family Services
4. Department of Public Aid
5. Department on Aging

6. Department of Transportation
7. Department of Commerce & Community Affairs
8. IL Student Assistance Commission
9. Department of Employment Security
10. IL Environmental Protection Agency

A critical part of any audit is the review of internal controls. Over 125 personnel from these ten state agencies (plus the Department of Public Health and IL Emergency Management Agency) completed a one-day training course on the COSO (Committee of Sponsoring Organizations of the Treadway Commission) approach. The COSO approach provides a framework to design, implement, and evaluate controls, which facilitates compliance with the requirements of federal laws, regulations, and programs.

Twenty-nine separate entrance conferences were held at ten agency offices by individual federal program during the period April 17th through May 9th, 2000. The ten agencies also completed control assessments along with questionnaires for each major program. These documents addressed each compliance requirement found in OMB's Circular A-133 Compliance Supplement.

As a final preparation step, the Office of the Auditor General compiled a prototype FY 1999 Schedule of Expenditures of Federal Awards from the information included in the GAAP reporting forms and the audited departmental financial statements. The agencies were informed that the FY 2000 Schedule of Expenditures of Federal Awards will be generated from the GAAP reporting forms along with verification taking place with the newly implemented "Agreed Upon Procedures" report to be obtained during agency audits.

State agencies have been receptive to the new approach and are looking forward to the benefits enumerated by the Auditor General at the February 4th meeting.

PEER REVIEW

Peer review is an external quality control review conducted every three years by audit professionals from across the United States who are selected by the National State Auditors Association. The peer review helps to ensure that our procedures meet all required professional standards, comply with Government Auditing Standards and produce reliable products for the agencies we audit.

The July 1999 peer review of the Auditor General's audit processes resulted in an unqualified (clean) opinion. Additionally, the peer review team did not note any deviations from professional standards that would have required a written letter of comments. Our prior peer reviews, conducted in 1993 and 1996, likewise resulted in an unqualified opinion. The next Peer Review is scheduled in 2002.

OTHER AUDIT RESPONSIBILITIES

The Auditor General is required by law to annually review the Comptroller's Statewide accounting system. This review is accomplished through the Office's audit of the State Comptroller, and by ensuring that all agency audits are performed in accordance with the Auditor General's Audit Guide.

In addition, the Auditor General annually reviews the State Comptroller's pre-audit function which is required by law. Pre-audit is the primary control over expenditure voucher processing. The State Comptroller pre-audits financial transactions to determine if they are proper and legal. •

THE PERFORMANCE AUDIT PROGRAM

Performance audits are conducted at the request of legislators to assist them in their oversight function. Based on the scope specified in the resolution or the law requesting the audit, State agencies' programs, functions, and activities are reviewed. The audits determine if resources are used efficiently, economically, and effectively to provide services which the General Assembly intended. These audits are important to furthering public accountability.

The General Assembly uses performance audit information to develop legislation, to deal with budgetary issues, and to direct agencies to change and improve programs.

Some audits produce immediate changes. In other instances, significant changes may not be seen for several years. The length of time it takes to see change is due to the process of transforming the audit findings and recommendations into legislative bills, converting bills into law, and the passing of time to see the effect of change.

Performance audits also directly impact and improve agency operations. The Auditor General released three major performance audits in 2000 which contained a total of 23 recommendations. State agencies generally accepted all of the audit recommendations to correct or improve operations. Additionally, in July 2000, the Management Audit of Pilsen-Little Village Community Mental Health Center, Inc. received a Recognition of Impact award from the National Legislative Program Evaluation Society (NLPES). The award is given annually by NLPES for an audit report that demonstrates significant dollar savings, program improvements, and impact from a legislative and public perspective. The Office previously received the NLPES Certificate of Recognition of Impact for the 1998 Management Audit of Tuition and Fee Waivers. •

AUDITS COMPLETED IN 2000

CHILD SUPPORT STATE DISBURSEMENT UNIT

On January 11, 2000, the Legislative Audit Commission adopted Resolution Number 117 directing the Auditor General to conduct a management audit of the **Illinois Department of Public Aid's** Child Support State Disbursement Unit.

The federal Personal Responsibility and Work Opportunity Reconciliation Act of 1996 amended the Social Security Act to require states to operate a centralized state disbursement unit (SDU) to handle the collection and disbursement of payments under child support orders. Pursuant to federal law, Illinois' SDU was required to be in place and operational by October 1, 1999. Prior to implementation of the SDU, most child support payments in Illinois were processed through the circuit clerks. To fulfill the federal requirement, the Department of Public Aid contracted with the DuPage County Circuit Clerk to operate an SDU for the State of Illinois.

Within days of its October 1 start date, the SDU experienced backlogs of checks received from employers for distribution to custodial parents that could not be matched to the correct child support order. In addition, some checks processed by the SDU were sent to the wrong address or to the wrong person.

Our audit examined causes of implementation problems, the SDU contract, and emergency payments. The audit concluded the following:

Inadequate Planning in Implementing the SDU

- Public Aid executed the contract with the DuPage County Circuit Clerk to serve as the SDU two and one-half years after the federal requirement passed but only seven months before the SDU had to be operational.
- In May 1999, just one month after it had been conditionally certified by the federal government, Public Aid determined that the Key Information Delivery System (KIDS) would not be capable of providing the necessary

data link between Public Aid, circuit clerks and the SDU.

- The SDU system was not adequately tested before its start-up.
- The SDU was significantly understaffed when it became operational. On October 1, 1999, the SDU had on-board 25 staff; revised staffing plans called for a headcount of 201.

Data Limitations on Information Provided by Public Aid, Circuit Clerks, and Employers

- Public Aid and circuit clerks' records were not reconciled and provided conflicting data to the SDU.
- Some circuit clerk and employer information was incomplete or not submitted timely. Public Aid also sent conflicting notices to employers concerning SDU requirements.

Contract Lacked Performance Provisions

- The contract lacked provisions to require satisfactory performance through incentives or penalties. The SDU did not submit to Public Aid many contractually required monitoring reports detailing key processing statistics.

Inadequate Controls over Emergency Payments

- Public Aid issued over \$10 million in emergency payments without adequate controls. Public Aid did not verify that the support order given was valid or that regular support payments had not been received.

The audit report contained fifteen recommendations including eleven for Public Aid and four recommendations directed to both Public Aid and the State Disbursement Unit. Public Aid generally agreed with the recommendations but responded that three of the recommendations should be dropped. However, we concluded that the recommendations were valid and they remained in the report. The SDU responded to recommendations addressed to them.

THE VILLAGE OF ROBBINS' USE OF MUNICIPAL ECONOMIC DEVELOPMENT FUNDS

Public Act 90-813, adopted on January 29, 1999, amended the Public Utilities Act (220 ILCS 5/8-403.1) to require the Auditor General to conduct an annual financial, compliance, and program audit of distributions received by any municipality in Illinois from the Municipal Economic Development Fund. The Municipal Economic Development Fund is a trust fund created outside the State treasury to receive and maintain payments from qualified solid waste energy facilities that sell electricity to electric utilities. The Act requires qualified solid waste energy facilities to pay into the Fund at a rate of \$0.0006 per kilowatt hour of electricity for which payment was received during the previous month.

The State Treasurer was required to make quarterly distributions from the Fund to any city, village, or incorporated town that had within its boundaries an incinerator that:

- used municipal waste as its primary fuel to generate electricity;
- was determined by the Illinois Commerce Commission to qualify as a qualified solid waste energy facility prior to the effective date of Public Act 89-448 (March 14, 1996); and
- commenced operation prior to January 1, 1998.

The Village of Robbins was the only entity to receive distributions from the Fund for calendar year 1999. The audit concluded that:

- The Village of Robbins received \$137,828 from the Fund for calendar year 1999.
- As of January 2000, the Village of Robbins had not spent any of the \$137,828 received. Therefore, there were no expenditures to review for this audit.

We also identified some potential weaknesses regarding the State's collection of monies deposited into the Fund. Subsequent financial and compliance audits by the Auditor General will examine whether designated State agencies are collecting payments and making distributions to Robbins in a timely manner.

DHS OFFICE OF THE INSPECTOR GENERAL

The Abused and Neglected Long Term Care Facility Residents Reporting Act directed the Auditor General to conduct a program audit of the **Office of the Inspector General, Department of Human Services** (210 ILCS 30/6.8). This was the sixth audit of the Office of the Inspector General's effectiveness in investigating allegations of abuse or neglect.

The Inspector General is appointed by the Governor and confirmed by the Senate for a four year term. The current Inspector General was appointed in July 2000.

The audit found the following:

- In FY 2000, the OIG substantiated abuse or neglect in 490 of 5,095 closed investigations of incidents reported to the OIG. Of the 490 substantiated cases, 450 were related to investigations of 2,365 specific abuse or neglect allegations; the remaining 40 were found in investigations of the 2,730 incidents not classified as abuse or neglect at intake.
- The OIG continued to have problems completing investigations in a timely manner. In FY 2000, only 25 percent of OIG investigations were completed within 60 days as required in OIG administrative rules. This is an improvement from FY 1998 when only 14 percent of cases were completed within 60 days. However, 23 percent of the cases in FY 2000 took longer than 200 days to complete.
- OIG case reports were generally thorough and addressed the allegation. There were some instances where documentation could be improved. While in 70 of 83 (84 percent) injury cases in our sample the case file did not contain required photographs, only 2 percent of injury cases lacked other required documentation of an injury. Progress notes were not collected in 19 of 181 (10 percent) cases sampled.
- In general, community agency conducted investigations were more complete and thorough in our sample of cases from FY 2000 than community agency cases sampled in FY

1998. Of the 1,195 investigations conducted by community agencies in FY 2000, 1,071 were conducted by community agencies without an OIG approved investigative protocol. However, OIG staff stated that until a community agency has an approved protocol, the investigation method approval is granted on a case-by-case basis.

The audit made seven recommendations to the Office of the Inspector General and one recommendation to both the Office of the Inspector General and the Department of Public Health. The OIG and Public Health agreed with the recommendations. •

PERFORMANCE AUDITS IN PROGRESS

CHICAGO AIRPORTS

Public Act 89-386, effective August 18, 1995, directs the Auditor General to "conduct a compliance and management audit of the City of Chicago and any other entity with regard to the operation of Chicago O'Hare International Airport, Chicago Midway Airport and Merrill C. Meigs Field." The law specifies that the audit shall include "an examination of revenues, expenses, and transfers of funds; purchasing and contracting policies and practices; staffing levels; and hiring practices and procedures."

On September 9, 1996, the City of Chicago filed a lawsuit against the Auditor General seeking to enjoin our efforts to carry out the audit required by Public Act 89-386.

The Auditor General's Office is represented in this lawsuit by the Illinois Attorney General's Office.

STATE AGENCIES PROVIDING FUNDING TO REGIONAL OFFICES OF EDUCATION

The Legislative Audit Commission adopted Resolution Number 118 directing the Office of the Auditor General to conduct a management audit of the **State Board of Education** and any other State agency providing funding to Illinois regional offices of education (ROE). The Resolution asks the audit to determine:

- The sources of funds for the ROEs;
- The major purposes of the ROEs;
- The extent to which State agencies providing funding to the ROEs have in place management controls to review the financial and programmatic aspects of those offices.
- Whether a review of selected expenditures by ROEs demonstrates that controls are sufficient to ensure that the services provided by those offices are performed in an efficient and effective manner and in compliance with applicable laws, regulations, contracts, and grants.

VEHICLE EMISSIONS INSPECTIONS

The Legislative Audit Commission adopted Resolution Number 119 directing the Office of the Auditor General to conduct a management audit of the **Illinois Environmental Protection Agency's** Vehicle Emissions Inspection Program. IEPA has contracted vehicle emission inspections since the program began testing in 1986. The Resolution's preamble indicates that vehicles have been damaged during inspections and asks the audit to:

- Determine the extent to which IEPA monitors the vendor, including training of vendor employees and due care exercised during inspections.
- Determine if the program has an effective process to record and resolve complaints.
- Compare Illinois' vehicle emissions test with other states.

HEALTH FACILITIES PLANNING BOARD

Public Act 91-0782, directs the Auditor General to conduct an audit of the **Health Facilities Planning Board** (20 ILCS 3960/19.5). Section 19.5 asks the Auditor General to determine:

- Whether the State Board can demonstrate that the certificate of need process is successful in controlling health care costs, allowing public access to necessary health services, and guaranteeing the availability of quality health care to the general public.
- Whether the State Board is following its adopted rules and procedures.
- Whether the State Board is consistent in awarding and denying certificates of need.
- Whether the State Board's annual reports reflect a cost savings to the State. •

THE INFORMATION SYSTEMS AUDITS PROGRAM

Computers are an integral part of State government, processing billions of dollars in financial transactions each year and helping control the operations of State agencies. Since financial transactions and confidential information are processed using computers, audits of information system activities are necessary to ensure that computer processing is secure and accurate.

TESTING CONTROLS AND SYSTEMS

The Auditor General's office plans to review the information system controls of all the State agencies. In 2000, we reviewed the following agencies:

Chicago State University, Commerce Commission, Comptroller, Criminal Justice Information Authority, Department of Commerce & Community Affairs, Guardianship & Advocacy Commission, Department of Human Services, Northern Illinois University, Department of Professional Regulation, Department of Public Aid, Department of Revenue, Secretary of State, State Board of Elections, State Police, Student Assistance Commission, and the University of Illinois.

As end-user computing and access to external entities proliferates in State government, the Auditor General has increased audit efforts in these areas. To enhance the control environment early in the implementation of statewide end-user computing, the Auditor General has emphasized the review of local and wide area networks, as well as internet and telecommunications security. These reviews have focused on the necessity of establishing consistent and effective security policies and programs on all computer systems.

The information systems audit staff also reviewed and tested the systems and procedures at the State's central computer facility operated by the **Department of Central Management Services**. Through its facilities, the Department provides data processing services to approximately 104 user entities throughout State of Illinois governmental agencies. Auditors tested the facili-

ty's controls and the application systems used by many State agencies, such as accounting, payroll, inventory, and timekeeping.

Additional emphasis was placed on the use of Computer Assisted Audit Techniques (CAATs) in the application reviews. Computer programs were developed and executed to verify the integrity and validity of data. No major problems were identified with the data.

Controls at the central computer facility were generally adequate. However, we did recommend that the Department of Central Management Services ensure that disaster contingency resources and procedures are adequate for resumption of data processing following a disaster, and review controls and procedures over software change controls, and the billing system. •

ISA FINDINGS

Three agencies, **Chicago State University, Department of Professional Regulation,** and the **Department of Corrections** experienced problems in developing computer systems.

Chicago State University did not have an effective planning framework to direct the University through major computer system development projects. The University failed to adhere to its initial timeframe for the implementation of a new administrative software package. Direct cost overruns for the project were estimated at \$816,000 for fiscal years 1997 through 1999. All system modules were not scheduled to be implemented until calendar year 2001.

We recommended the University develop and adopt an effective planning framework to prevent delays in implementation and cost overruns.

The **Department of Corrections** did not have a structured systems development methodology or standards to ensure that new computer systems were properly approved, adequately tested, and thoroughly documented.

The **Department of Professional Regulation** experienced problems with the development of the Regulatory Administration and Enforcement System. The Department did not ensure that all contractual provisions were met and expended an additional \$700,000 on the development of the system.

Several agencies, including the **Commerce Commission, State Police, Southern Illinois University,** and the **University of Illinois** did not have effective security controls for computer systems. Some of the available security features to safeguard information assets and to protect the integrity of information were not fully utilized by the agencies. Some of the significant control deficiencies were: programmers had access to production data, available security features and monitoring tools were not used, unique passwords were not always required, and passwords were not always required to be changed.

Multiple agencies including, the **Criminal Justice Information Authority, Development Finance Authority, Environmental Protection Agency, Department of Human Services, Department of Professional Regulation, Department of Revenue, Secretary of State, State Police, Toll Highway Authority** and the **University of Illinois** had weaknesses in disaster recovery planning for computer services. We recommended that these agencies assess the potential impact of a loss of computer services on the delivery of services and formalize and test disaster recovery plans.

Agency officials generally concurred with our recommendations concerning these issues.

Information systems audit staff also reviewed the Generally Accepted Accounting Principles (GAAP) System at the **Office of the Comptroller**. This system is used to accumulate fiscal information from all State agencies into the State's comprehensive financial report. No significant problems were identified in the computational portion of the automated GAAP System.

The Information Systems Audit Division also provides audit staff and management with data processing and reference support, and provides professional training to supplement job skills and to comply with Government Auditing Standards.

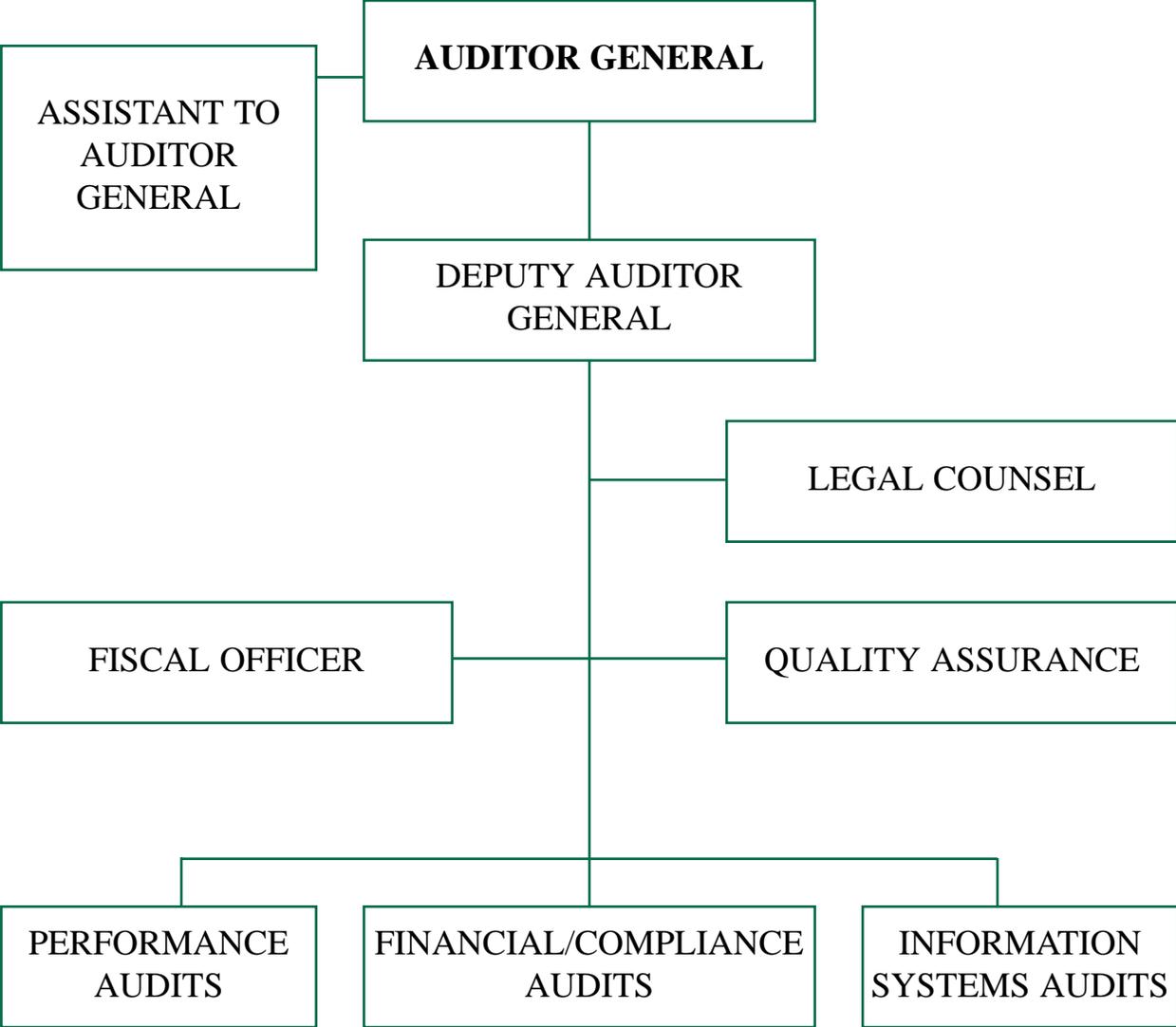
CONTINUING EDUCATION AND TRAINING REQUIREMENTS

The U.S. General Accounting Office (GAO) has established the Yellow Book which contains standards for audits of governmental organizations, programs, activities, and functions. The first general standard in the Yellow Book requires that auditors should collectively possess adequate professional proficiency for the tasks required. This standard establishes continuing education requirements for those auditors who are responsible for planning, directing, conducting, or reporting on governmental audits performed in accordance with Yellow Book Standards.

This training requirement first became effective January 1, 1989 and states that auditors must complete 80 hours of Continuing Education and Training every 2 years, with a minimum of 20 hours in any one year. Additionally, at least 24 of the 80 hours should be in subjects directly related to the government environment and to government auditing. The most recent completed two-year period for training requirements as measured by the Office of the Auditor General was January 1, 1999 through December 31, 2000. All required auditors, audit directors, and information specialists were in compliance with the training requirements for that two year measuring period.

Additionally, the Office of the Auditor General is a registered sponsor with the Department of Professional Regulation and complies with the rules of the Illinois Public Accounting Act. •

ORGANIZATIONAL CHART



As of December 2000, there were 75 employees. Sixty six were located in the Springfield office and nine in the Chicago office.

CLAIMS DUE THE STATE AND METHODS OF COLLECTION

As required by law (30 ILCS 205/2 (k)), the Office of the Auditor General is reporting that the total amount of claims administered by the Office that were due and payable to the State as of December 31, 2000, was \$3,037.00. This represents one account receivable. The accounts receivables generated by our Office primarily represent billings to other State agencies for reimbursement of audit costs. Reimbursements for federal single audits are deposited into the General Revenue Fund. Reimbursements for audits not associated with federal single audits are deposited or transferred to the Audit Expense Fund. If normal collection methods fail, we request assistance from the Office of the Attorney General. To date we have never used the services of a private collection agency.

SUMMARY OF APPROPRIATIONS AND EXPENDITURES

The Office of the Auditor General was funded by appropriations from the General Revenue Fund and Audit Expense Fund for fiscal year 2000 (July 1, 1999 to August 31, 2000, including lapse period).

<i>FY 2000 - FINAL</i>			
	<i>Appropriation</i>	<i>Expended</i>	<i>Balance</i>
Personal Services	\$ 3,344,900	\$ 3,229,855	\$ 115,045
Employee Retirement (Employer)	134,000	123,167	10,833
State Retirement	328,000	313,852	14,148
Social Security	252,000	238,448	13,552
Contractual Services	591,700	575,879	15,821
Travel	110,000	77,490	32,510
Commodities	17,300	11,012	6,288
Printing	16,500	15,609	891
Equipment	93,200	89,170	4,030
Electronic Data Processing	125,000	123,885	1,115
Telecommunications	81,000	53,065	27,935
Operation of Automotive Equipment	5,000	2,506	2,494
Audits/Studies/Investigations*	<u>12,262,100</u>	<u>10,724,149</u>	<u>1,537,951</u>
TOTAL	\$17,360,700	\$15,578,087	\$1,782,613
*Audit Expense Fund			

FINANCIAL AND COMPLIANCE AUDITS

FOR THE PERIOD ENDING JUNE 30, 1999

F = Financial

C= Compliance

<i>AGENCY</i>	<i>F</i>	<i>C</i>	<i>DATE RELEASED</i>
Alton Mental Health Center		x	04-06-00
Arts Council and Foundation	x	x	02-24-00
Attorney General	x	x	09-07-00
Attorney Registration and Disciplinary Commission	x	x	06-21-00
Board of Admissions to the Bar	x	x	06-21-00
Board of Higher Education	x	x	03-02-00
Bureau of the Budget	x	x	02-24-00
Capital Development Board	x		02-16-00
Center for Rehabilitation and Education		x	04-06-00
Chester Mental Health Center		x	04-06-00
Chicago Read Developmental Center		x	04-06-00
Chicago State University	x	x	04-20-00
Chicago State University Foundation	x	x	04-20-00
Choate Mental Health Center		x	04-06-00
Civil Service Commission	x	x	04-12-00
Commission on Intergovernmental Cooperation		x	03-15-00
Comptroller - Fiscal Officer	x	x	04-20-00
Conservation Foundation	x	x	03-02-00
Correctional Industries	x		03-15-00
Corrections - General Office	x	x	03-15-00
Court of Claims	x	x	03-09-00
Criminal Justice Information Authority	x	x	03-09-00
DCMS - Deferred Compensation Plan	x		08-02-00
Deaf and Hard of Hearing Commission		x	03-09-00
Department of Agriculture	x	x	03-23-00
Department of Central Management Services	x		02-16-00
Department of Children and Family Services	x	x	02-16-00
Department of Commerce and Community Affairs	x	x	02-16-00
Department of Employment Security	x	x	04-20-00
Department of Human Rights	x		08-02-00
Department of Human Services - Central Office	x	x	03-29-00
Department of Insurance	x	x	02-16-00
Department of Labor		x	02-24-00
Department of Lottery	x	x	02-16-00
Department of Natural Resources	x	x	03-02-00
Department of Nuclear Safety	x	x	03-02-00
Department of Professional Regulation	x	x	02-24-00
Department of Public Aid	x	x	03-15-00
Department of Public Health	x	x	04-12-00
Department of Revenue	x	x	03-29-00
Department of Transportation	x	x	03-23-00

AGENCY	F	C	DATE RELEASED
Department of Veterans Affairs - Central Office	x	x	03-23-00
Department on Aging	x	x	02-16-00
Development Finance Authority	x	x	03-21-00
Distance Learning Foundation	x	x	04-20-00
Drycleaner Environmental Response Trust Fund Council	x	x	06-21-00
DuQuoin State Fair	x	x	09-07-00
Eastern Illinois University	x	x	03-29-00
Eastern Illinois University Alumni Association	x	x	06-21-00
Eastern Illinois University Foundation	x	x	03-29-00
Economic and Fiscal Commission		x	03-15-00
Educational Facilities Authority	x	x	03-21-00
Educational Labor Relations Board	x	x	02-24-00
Elgin Mental Health Center		x	04-06-00
Emergency Management Agency	x	x	03-29-00
Environmental Protection Agency	x	x	03-09-00
EPA Trust Fund Commission	x	x	03-09-00
Farm Development Authority	x	x	03-21-00
Fox Developmental Center		x	04-06-00
Gaming Board	x	x	03-29-00
General Assembly - House		x	03-15-00
General Assembly - Senate		x	03-15-00
General Assembly Retirement System	x	x	02-03-00
Governors Commission on the Status of Women		x	03-23-00
Governors State University	x	x	03-29-00
Governors State University Alumni Association	x	x	03-29-00
Governors State University Foundation	x	x	03-29-00
Grain Insurance Corporation	x	x	03-23-00
Guardianship and Advocacy Commission	x	x	02-24-00
Health Facilities Authority	x	x	03-21-00
High School Association	x	x	04-12-00
Historic Preservation Agency	x	x	03-09-00
Housing Development Authority	x	x	03-21-00
Howe Developmental Center		x	04-06-00
Human Rights Commission	x	x	06-21-00
Illinois Building Commission		x	04-12-00
Illinois Commerce Commission	x	x	03-02-00
Illinois Community College Board	x	x	03-02-00
Illinois Conservation Foundation	x	x	03-02-00
Illinois Math and Science Academy	x	x	03-09-00
Illinois State Fair	x	x	09-07-00
Illinois State Police	x	x	03-23-00
Illinois State University	x	x	03-23-00
Illinois State University Foundation	x		02-09-00
Illinois Student Assistance Commission	x	x	03-23-00
IMSA Fund	x	x	03-09-00

AGENCY	F	C	DATE RELEASED
Industrial Commission	x	x	08-02-00
Jacksonville Developmental Center		x	04-06-00
Judges Retirement System	x	x	02-03-00
Kankakee River Valley Area Airport Authority	x	x	06-21-00
Kiley Developmental Center		x	04-06-00
Law Enforcement Training and Standards Board	x	x	03-09-00
Legislative Audit Commission		x	03-15-00
Legislative Printing Unit		x	03-15-00
Legislative Reference Bureau		x	03-15-00
Legislative Research Unit		x	03-15-00
Lincoln Developmental Center		x	04-06-00
Literacy Foundation	x	x	04-20-00
Ludeman Developmental Center		x	04-06-00
Mabley Developmental Center		x	04-06-00
Madden Mental Health Center		x	04-06-00
Marriage Divisions of the IL Courts		x	04-12-00
McFarland Mental Health Center		x	04-06-00
Metro. Pier and Exposition Authority		x	06-21-00
Murray Developmental Center		x	04-06-00
Northeastern Illinois University	x	x	04-20-00
Northeastern Illinois University Foundation	x	x	04-20-00
Northern Illinois University	x	x	03-21-00
Northern Illinois University Foundation	x		02-09-00
Office of the Governor	x	x	04-20-00
Office of the Lieutenant Governor	x	x	04-20-00
Pension Laws Commission		x	03-15-00
Planning Council on Developmental Disabilities	x	x	02-24-00
Public School Teacher's Pension & Ret. Fund of Chicago		x	04-12-00
PrairieLand Energy, Inc.	x	x	02-09-00
Prairie State 2000 Authority	x	x	08-02-00
Rural Bond Bank	x	x	03-21-00
School for the Deaf		x	04-06-00
School for the Visually Impaired		x	04-06-00
Secretary of State	x	x	03-23-00
Shapiro Developmental Center		x	04-06-00
Singer Developmental Center		x	04-06-00
Southern Illinois University	x	x	03-21-00
Southern Illinois University Carbondale - Alumni Assoc.	x	x	03-21-00
Southern Illinois University Carbondale - Foundation	x	x	03-21-00
Southern Illinois University Edwardsville - Alumni Assoc.	x	x	03-21-00
Southern Illinois University Edwardsville - Foundation	x	x	03-21-00
Southern Illinois University Physicians and Surgeons	x	x	03-21-00
Southern Illinois University - University Park	x	x	03-21-00
Space Needs Commission		x	03-15-00
State Appellate Defender	x	x	03-02-00

AGENCY	F	C	DATE RELEASED
State Board of Education	x	x	03-02-00
State Board of Elections		x	02-24-00
State Board of Investment	x	x	02-03-00
State Employees Retirement System	x	x	02-03-00
State and Local Labor Relations Board		x	02-24-00
State Universities Retirement System	x	x	02-03-00
State's Attorneys Appellate Prosecutor	x	x	03-02-00
Summer School for the Arts	x	x	03-09-00
Supreme Court	x	x	04-12-00
Teachers Retirement System	x	x	02-03-00
Tinley Park Mental Health Center		x	04-06-00
Toll Highway Authority	x	x	08-02-00
Treasurer - Fiscal Officer	x	x	04-20-00
Treasurer - Illinois Funds	x		02-09-00
Treasurer - Non-fiscal officer	x	x	04-20-00
UIHMO, Inc.	x	x	08-02-00
Universities Civil Service Commission	x	x	04-12-00
University of Illinois	x	x	03-02-00
University of Illinois Alumni Association	x		02-09-00
University of Illinois Foundation	x		02-09-00
Western Illinois University	x	x	03-09-00
Western Illinois University Foundation	x	x	03-09-00
Zeller Mental Health Center		x	04-06-00

PERFORMANCE AUDITS, INQUIRIES, & SPECIAL REPORTS

AUDITS IN PROGRESS

<ul style="list-style-type: none"> Chicago Airports Health Facilities Planning Board Illinois EPA's Vehicle Emissions Testing Program State Agencies Providing Funding to Regional Offices of Education Municipal Economic Development Fund Distributions 	6/94 DMHDD: Abuse & Neglect 5/94 Correctional Industries 5/94 Central Management Services: Telecommunications 3/94 Collection of Money from Circuit Clerks 1/94 State Housing Benefits 5/93 Public Aid: Property Transfers 4/93 Office of the Inspector General 4/93 Early Intervention Services System 4/93 User Fees 11/92 DMHDD: Abuse & Neglect 7/92 St. Anne's Lease 6/92 State Police I-SEARCH Program 5/92 Privatizing Weigh Stations 4/92 Henry Horner's Children's Care 3/92 Governor's Council on Health & Physical Fitness 3/92 Case Management Practices 1/92 State Legal Services 11/91 State Regulation of Insurer Solvency 8/91 High Education "Systems of Systems" 7/91 Eastern Illinois University Coal Conversion Project 6/91 Special Analysis: Build Illinois 5/91 Availability of Obstetric Care 5/91 Collection of Sales & Taxes Receivable 5/91 Property Forfeited Under the Illinois Controlled Substances Act 3/91 Illinois Competitive Access & Reimbursement Equity Program 3/91 Nutritional Services Paid by the Department of Children & Family Services 2/91 Illinois Multi-Year Fixed Contractual Obligations 2/91 Administrative Citations: Environmental Protection Agency 10/90 Project Chance Evaluation Contract 10/90 Frequent Flyer Programs 8/90 Parents Too Soon Program 7/90 State University Tuition & Fee Policies & Practices 7/90 Debt Collection Practices of Illinois & Other States 5/90 DMHDD: Abuse & Neglect
12/00 DHS Office of the Inspector General 6/00 Municipal Economic Development Fund Distributions: Village of Robbins 3/00 Department of Public Aid: Child Support State Disbursement Unit 11/99 Illinois Math & Science Academy 9/99 Department of Public Aid's Contracts with Delta Dental 8/99 Pilsen-Little Village Community Mental Health Center 7/99 Medicaid Home Health Care & Regulation of Home Health Agencies 6/99 State Fire Marshal's Fire Investigations 5/99 Illinois Health & Human Service Providers 12/98 DHS: Inspector General 9/98 Comptroller's Offset System 6/98 Nursing Home Prescreening 5/98 IDOT's Road Construction Program 4/98 Tuition & Fee Waivers 5/97 Professional Regulation - Physicians Regulated Under the Medical Practices Act 12/96 DMHDD - Office of the Inspector General 6/96 IHSA - Site Selection for Boys Basketball Finals 4/96 DMHDD - Reporting of Resident Abuse & Neglect 5/95 Summer Unemployment at State Universities 2/95 Laws Considered Obsolete 1/95 Public Aid's Child Support Program 12/94 Office of the Inspector General 6/94 Toll Highway: Helicopters	

4/90	Veterans' Affairs Field Office Closures		Center
3/90	Illinois Competitive Access & Reimbursement Equity Program	2/86	Illinois Commerce Commission
1/90	Public Aid's-Delta Dental	2/86	Advisory Boards & Commissions
12/89	Regional Transportation Auth.	11/85	Data Security Practices
11/89	Illinois Sports Facilities Authority & the Chicago White Sox	11/85	Hazardous Waste Management
11/89	Five State Retirement Systems' Financial Status	9/85	Management & Collection of Claims Receivable
10/89	Feasibility of Consolidating State Revenue Bond Agencies	3/85	Perinatal Medical Care
7/89	Commerce & Community Affairs' Economic Development Programs	10/84	State Employee Travel
5/89	EPA's Hazardous Waste Management Program	10/84	Feasibility Study: Rock Island Co. Facility
4/89	Selected Auditor Comparability: Jobs & Pay	9/84	Employment Security Unemployment Insurance
2/89	AIDS Testing: Statutory Requirements & Costs	8/84	Salaried Non-working Time Benefits
1/89	Public Univ. Instructional Costs	8/84	Responsible Relative Requirements
1/89	Vehicle Emissions Testing Program	5/84	Bd. of Investment: 5 State Retirement Systems
10/88	U of I Athletic Association	10/83	Commerce Comm.: Management Audits of Public Utilities
8/88	JTPA	5/83	Contractual Legal Services
7/88	Audit Status of Circuit Courts	4/83	Industrial Commission
6/88	Dept. of Revenue - Corporate Income Tax	12/82	Procurement Policies & Procedures
5/88	State Program of Internal Auditing	7/82	Criminal History Components
7/87	Computer Acquisition & Use in Higher Education	4/82	Financing of Improvements of Rock Island State Park
6/87	Chicago Housing Authority	1981	Chicago Road Fund
6/87	Cash Management Practices	12/81	DMHDD: Region 2
4/87	State Laboratory Services	11/81	Procurement of Real Property
4/87	U of I Hospital & Affiliated Clinics	10/81	Registration & Education: Investigation & Enforcement Functions
4/87	Chicago's Use of State Appropriated Funds	1/81	Licensing & Regulation of Bingo
10/86	State Pensions Assets Investment Performance	1/81	Chicago Bd. of Education
10/86	CMS - Lottery Building Lease	12/80	Nursing Home Reimbursement System
10/86	Property Management Problems - Mental Health Centers	12/80	DCFS Day Care Activities
5/86	Illinois Preferential Procurement Programs	11/80	Dept. of Personnel Management
4/86	State Toxicology Lab	10/80	Public Aid's Local Office Management
4/86	Engineering Programs in Illinois - NIU	9/80	Licensing of Grain Dealers
3/86	Claims & Accounts Receivable	7/80	Illinois Fair Employment Practices Commission
3/86	Capitol Development Board: Construction of the State of Illinois	6/80	Sect of State Vending Services
		5/80	Coastal Zone Management
		1/80	Court of Claims
		1/80	Cook Co. Health & Hospitals •