

County of San Bernardino

**Auditor-Controller/Treasurer/Tax Collector
Internal Audits Section**

Department of Behavioral Health: Vehicle Audit



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February 27, 2018

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SUBJECT: VEHICLE AUDIT

In compliance with Article V, Section 6, of the San Bernardino County Charter and County Policy 05-20 entitled Internal Operational Auditing, we have completed an audit of the Department of Behavioral Health (Department) for the period of July 1, 2016 through March 31, 2017. The primary objectives of the audit were to determine if the Department has effective procedures and controls over its light duty vehicles and to determine if the number of light duty vehicles owned by the Department and/or assigned by Fleet Management is appropriate to meet the business needs of the Department. We conducted our audit in accordance with the International Standards for the Professional Practice of Internal Auditing established by the Institute of Internal Auditors.

We identified a procedure that could be improved. We have listed this area for improvement in the Audit Finding and Recommendation section of this report.

We sent a draft report to the Department on January 8, 2018 and discussed our observations with management on January 30, 2018. The Department's response to our recommendation is included in this report.

We would like to express our appreciation to the personnel at the Department who assisted and cooperated with us during this engagement.

Respectfully submitted,

Oscar Valdez

Auditor-Controller/Treasurer/Tax Collector
San Bernardino County

By:

[Redacted Signature]

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Date Report Distributed: 2-28-18

OV:DLM:RLA:MMD:oac



Department of Behavioral Health: Vehicle Audit

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Summary of Audit Results

Our finding and recommendation is provided to assist management in improving internal controls and procedures relating to the Department's light duty vehicles.

The table below summarizes the audit findings and recommendations for this audit engagement. For further discussion, refer to the *Audit Finding and Recommendation* section of this report.

Finding and Recommendation	Page No.
Finding: The monitoring controls over the Department's use of County vehicles could be improved.	
Recommendation: We recommend that supervisors regularly monitor and review their staff's vehicle activity and fuel usage to ensure it is reasonable in relation to the vehicle's business purpose. This review of staff vehicle and fuel usage should be documented in writing.	5



VEHICLE AUDIT

The Department

The Department of Behavioral Health is responsible for providing mental health services to County residents who are either unable to afford treatment or do not live in proximity to private services. Treatment is provided to all age groups, with primary emphasis placed on treating children, families and chronically mentally ill adults (in that priority). Services are delivered throughout the County via a network of department-operated clinics, community based contract providers (residential and psychiatric skilled nursing facilities and acute hospitals), public schools and other community-based settings. Services include: information and referrals, community outreach, client self-help and support groups, a variety of children's programs, mentally ill homeless program, employment services, case management, crisis and transitional residential assistance, augmented board and care placements, conservatorship services, supportive housing services and client transportation assistance. The department also operates as a training setting by administering various internship programs and offering continuing education for licensed department and contractor staff.

The Department managed, administered and evaluated over \$80 million of Mental Health Service Act (MHSA) funded programs serving over 150,000 children, adults and families in San Bernardino during calendar years 2016-17.

At the time of the audit, the Department had 134 light-duty vehicles used by their employees, none of which are take-home vehicles. The vehicles are assigned to Department programs which are offered throughout the County. Vehicle use consists of, but is not limited to transporting clients to appointments, outpatient related activities and assisting other County Departments such as the Sheriff's Department and Probation Department.



Fieldwork Locations

The following four sites were visited during our fieldwork:

- Adult Forensic Services Division at 1330 E. Cooley Dr., Colton, CA
- Westside Family Health Center at 850 E. Foothill Blvd., Rialto, CA
- Phoenix Community Counseling Center at 820 E. Gilbert St., San Bernardino, CA.
- Behavioral Health Administration at 303 E. Vanderbilt Way, San Bernardino, CA.



Scope and Objectives

Our audit examined the Department's vehicles for the period of July 1, 2016 through March 31, 2017.

The objectives of our audit were to:

- Determine the effectiveness of the Department's procedures and controls over its light duty vehicles.
- Determine if the number of light duty vehicles currently owned by the Department and/or assigned by Fleet Management is appropriate to meet the business needs of the Department.

Methodology

In achieving the audit objectives, the following audit procedures were performed, including but not limited to:

- Interview of Department of Behavioral Health staff.
- Review of the Department's policies and procedures.
- Examination of vehicle mileage logs and system generated reports.
- Conducting inventory of the light duty vehicles at various Department locations.



Finding: The monitoring controls over the Department's use of County vehicles could be improved

The County's Internal Controls and Cash Manual (ICCM), chapter 2, states that by establishing appropriate internal controls, management is provided reasonable assurance that their objectives are being met in a supportive control environment. It is imperative that management establish internal controls, such as policies and procedures, and communicate them to the operating personnel. To be effective, internal controls should be continuously monitored by management to determine that they are operating as intended or are modified to reflect changes in conditions.

The following control deficiencies were noted:

- Fuel usage reports are not requested from the Fleet Management Department, therefore fuel usage is not being reviewed for reasonableness by supervisors.
- Vehicle mileage logs are reviewed for accuracy each month by supervisors but there is no documentation of the review.

If management does not establish the necessary controls to effectively monitor employee vehicle activity, then unauthorized use of County vehicles may not be identified and addressed in a timely manner.

Recommendation:

We recommend that supervisors regularly monitor and review their staff's vehicle activity and fuel usage to ensure it is reasonable in relation to the vehicle's business purpose. This review of staff vehicle and fuel usage should be documented in writing.

Management's Response:

Department of Behavioral Health (DBH) has developed the following steps to address the identified control deficiencies:

- Revision of monthly vehicle logs to include mandatory supervisory signature that the usage of assigned DBH vehicles are appropriate for business conducted.
- Based on DBH staff interactions with ATC staff, it was determined that the addition of column that includes transportation of clients would assist in analysis of increased fuel usage in those vehicles that may have numerous starts, stops, and idle times while transporting clients.



- Received access to fuel logs from Fleet Management for DBH Office Assistants so that records can be pulled quarterly.
- Fuel logs to be sent to supervisors for review and reconciliation quarterly with monthly vehicle logs so that any excess fuel usage can be identified and addressed in a timely fashion.
- Training of all staff responsible for vehicles on the new travel and fuel log procedures.

Auditor's Response:

The Department's actions and planned actions will correct the deficiencies noted in the finding.