

Compliance Audit

of the

Commonwealth of Pennsylvania  
Department of Public Welfare  
*Montgomery County Assistance Office*  
*Pottstown District*

Audit Period

May 16, 2003 to April 13, 2006





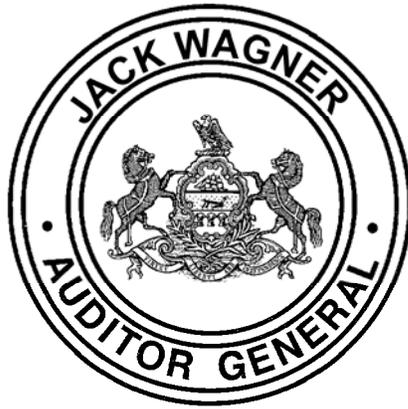
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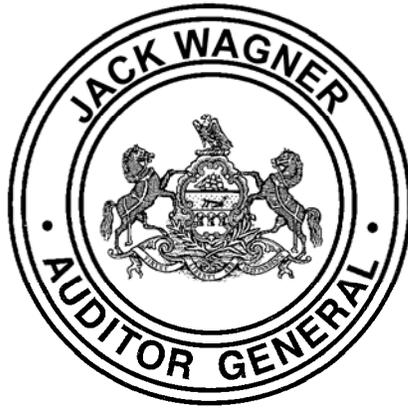
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## **Report of Independent Auditors on Compliance**

The Honorable Edward G. Rendell  
Governor  
Commonwealth Of Pennsylvania  
Harrisburg, Pennsylvania 17120

Dear Governor Rendell:

The Department of Public Welfare, through its County Assistance Offices, determines eligibility for cash assistance, medical assistance, and food stamp benefits according to established policies and procedures. By the authority of Pennsylvania Code, Title 55, Chapter 109, the Department of the Auditor General audits these County Assistance Offices.

This report contains the results of our audit of cash and food stamp eligibility or medical eligibility at the Montgomery County Assistance Office, Pottstown District, covering the period May 16, 2003 to April 13, 2006. Procedures included determining the County Assistance Office's compliance with Department of Public Welfare regulations, governing laws, and administrative rules regarding the disbursement of benefits and the management of the County Assistance Office. We examined, on a test basis, evidence in support of benefits provided, reviewed documentation of County Assistance Office actions and interviewed County Assistance Office personnel and welfare recipients. We also evaluated the Overpayment Control System.

Our report details findings and recommendations that resulted from our eligibility review and our review of the Overpayment Control System.

It should be noted, that as a result of Internal Revenue Code §6103, the Department of the Auditor General no longer has access to Income Eligibility Verification System Exchanges 4 and 5. Because this poses a scope limitation, exceptions may exist beyond those disclosed during our audit. In addition, overpayment amounts stated in this audit report are limited by the Department of Public Welfare's Automated Restitution Referral and Computation system, which does not calculate overpayments beyond a two-year period.

This report is intended for the benefit of the Montgomery County Assistance Office, Pottstown District management, Department of Public Welfare officials, and Office of Inspector General officials. It is not intended to be and should not be used by anyone other than these specified parties.

Sincerely,

JACK WAGNER  
Auditor General

September 21, 2006

**Commonwealth of Pennsylvania  
Department of Public Welfare  
Montgomery County Assistance Office  
Pottstown District**

**BACKGROUND INFORMATION**  
**AND**  
**OBJECTIVES, SCOPE, AND METHODOLOGY**

## ***Background Information***

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### **Department of Public Welfare**

The Department of Public Welfare (DPW) provides money, Food Stamps, Medical Assistance and other services to needy recipients in Pennsylvania. DPW administers these services locally through a County Assistance Office (CAO), or in larger counties, through a District Office (DO). We conduct audits in all 67 counties throughout Pennsylvania.

DPW, through its Office of Income Maintenance, is responsible for analyzing, interpreting, developing and maintaining the regulatory policy for all federal and state funded public assistance benefit programs. DPW also provides policy clarifications to guide the application of its regulations.

DPW created the Cash Assistance Handbook (CAH), the Food Stamp Handbook (FSH), and the Medicaid Eligibility Handbook (MEH) to provide guidance to income maintenance caseworkers (caseworkers) at the CAOs and DOs. The handbooks give the caseworker direction on how to use financial and non-financial information to determine an individual's eligibility for cash assistance, food stamp, and medical assistance benefits. The CAH provides guidance on Temporary Assistance to Needy Families (TANF) and General Assistance (GA). TANF is a federally-funded program which provides money for dependent children who are needy because financial support is not available from their parents. The payment is made to parents or relatives who care for the children in family homes. GA is a state-funded program which provides money primarily to single individuals and childless couples who do not have enough income to meet their basic needs. The FSH provides guidance for administering the Food Stamp Program which is operated jointly by the U.S. Department of Agriculture, Food and Nutrition Service, and DPW. The MEH provides guidance for administering the Medical Assistance Program to recipients who are eligible for cash assistance, Nonmoney Payment, or Medically Needy Only benefits. DPW makes either direct payment to medical practitioners and vendors of services, medications, and medical supplies, or a capitation payment to contracted managed care organizations.

## ***Objectives, Scope, and Methodology***

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The Department of the Auditor General (Department), Bureau of Public Assistance Audits conducts audits of CAOs to determine compliance with DPW regulations that pertain to recipient eligibility and the disbursement of cash and food stamps. Additionally, the Bureau reviews the CAO's management policies and their implementation as they relate to the areas we audited. Audit reports providing factual, relevant and useful information are then sent by the Auditor General to the Governor, DPW, the Office of Inspector General (OIG) and certain state legislators.

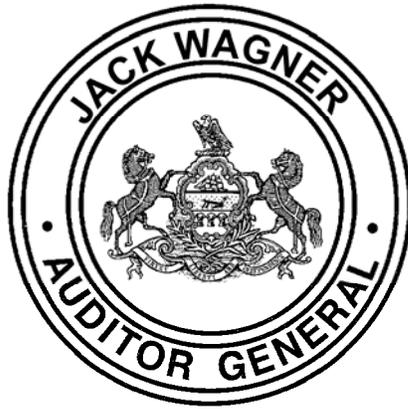
The audit included eligibility reviews of a sample of public assistance cases for the audit period May 16, 2003 to April 13, 2006. We also reviewed the CAO's implementation of procedures for the Overpayment Control System to determine compliance with regulations and policies.

Results from the eligibility reviews of the sample of public assistance cases as well as the procedural reviews apply only to CAO files, records, and systems. However, because DPW establishes the CAO policies and procedures as well as maintains their computer information system, the deficiencies and/or exceptions identified during our audit may need to be corrected by DPW. Therefore, our recommendations are directed to DPW as well as the CAO.

As previously noted, due to Internal Revenue Code §6103, the Department no longer has access to recipient resource information contained on the Income Eligibility Verification System (IEVS) Exchanges 4 and 5. (Exchange 4 contains information from the Social Security Administration (SSA) earnings reference file and Exchange 5 contains information from the Internal Revenue Service (IRS) unearned income file.) This poses a scope limitation, as the Department cannot ascertain whether the CAO is reviewing information from these two resources as required by Section 1137 of the Social Security Act. Furthermore, without access the Department is unable to verify that the CAO is using all recipient resource information in determining recipient eligibility and calculating benefit amounts.

Reviews of the public assistance cases and the Overpayment Control System detected instances of noncompliance; therefore, we submitted findings in these areas.

During the December 12, 2006 exit conference, the Department's staff reviewed these findings and recommendations with the Montgomery CAO, Pottstown District representatives. We have included CAO personnel comments, where applicable, in this report.



**Commonwealth of Pennsylvania  
Department of Public Welfare  
Montgomery County Assistance Office  
Pottstown District**

**FINDINGS AND RECOMMENDATIONS**

## ***Findings and Recommendations***

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### **I. Eligibility Audit Results**

During the course of our audit, we examined 130 out of 783 cases from the Montgomery CAO, Pottstown District to determine if personnel properly maintained case records in accordance with DPW's policies and procedures, and properly disbursed authorized benefits to eligible recipients in accordance with the rules and regulations established by DPW. We also notified CAO personnel when we discovered ineligible persons receiving assistance.

Title 55 of the Pennsylvania Code provides criteria for determining public assistance eligibility. Chapter 109 of Title 55 provides for the Department to audit the decisions of the CAOs against the rules and regulations established by DPW.

Our audit included an examination of the case record material as it relates to the proper interpretation and application of the rules and regulations of DPW pertaining to the recipient's eligibility for public assistance. The criteria for our review included, but was not limited to, DPW's:

- Cash Assistance Handbook (CAH);
- Food Stamp Handbook (FSH);
- Supplemental Handbook (SH);
- Income Eligibility Verification System (IEVS) Manual;
- Automated Restitution Referral and Computation (ARRC) Manual;
- Client Information System (CIS) Manual; and
- Operations Memorandum (OPS) & Policy Clarifications.

Our audit disclosed 86 exceptions in 45 of the 130 cases examined. The most significant exceptions are discussed in the following findings:

- Failure To Obtain And/Or Document Information Required In Establishing Recipient Eligibility (refer to Finding 1);
- Failure To Follow Applicable DPW Procedures (refer to Finding 2);
- Failure To Correctly Determine And/Or Calculate Recipient Benefits (refer to Finding 3); and
- Inadequate Internal Control Procedures For Closing The Case When The Recipient Can Not Be Located (refer to Finding 4).

## ***Findings and Recommendations***

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### **Finding 1 - Failure To Obtain And/Or Document Information Required In Establishing Recipient Eligibility**

During our audit, the verification for establishing recipient eligibility was absent from examined case records which resulted in 43 exceptions. Case records and/or CIS information lacked detailed documentation of recipient and CAO actions. In 11 instances the CAO had missing or incorrect paper forms. In addition, there were 17 instances where electronic information was missing or incorrect. Finally, in 2 instances the social security numbers (SSN) of recipients were missing or incorrect, and in 13 instances, the Legally Responsible Relative's SSN was unknown to IEVS.

The CAH, FSH, and IEVS Manual, Chapter 1, establish the procedures to be followed when obtaining and documenting recipient eligibility.

These exceptions occurred because caseworkers failed to update the ARRC system and failed to review documentation at application/reapplication with recipients. Failure to maintain current documentation in case records contributed to poor case management.

#### **Recommendation**

We recommend that the CAO ensure that caseworkers are aware of the importance of following established DPW policies and procedures for maintaining case records and processing information obtained from recipients and collateral sources, as designated in the above cited handbooks. We also recommend that the CAO instruct personnel of the need to clearly narrate recipient and caseworker actions in the case record.

#### **Management Response**

The CAO management provided no written response to this finding.

### **Finding 2 - Failure To Follow Applicable DPW Procedures**

Our audit revealed that exceptions occurred because CAO personnel failed to follow applicable DPW procedures. The most notable exceptions are grouped into the following areas:

## ***Findings and Recommendations***

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- **Road to Economic Self-sufficiency through Employment and Training (RESET) Program**

Employment and training services are provided through the RESET program, which is designed to enable welfare recipients to secure jobs that lead to economic independence and self-sufficiency. A mandatory RESET participant is required to spend a certain amount of time participating in employment and training activities. The AMR, which is jointly developed by the recipient and the caseworker, is the tool that is used to direct the recipient's efforts toward achieving self-sufficiency by identifying reasonable, achievable goals and determining what activities the recipient will complete to achieve those goals.

Current Federal TANF regulations require each state to meet a work participation rate for all families receiving assistance. A State's TANF block grant can be reduced if work participation rate requirements are not met.

The CAH contains the requirements for enrolling recipients in RESET.

During our audit, we found three instances where recipients were not properly enrolled in training or employment activities.

These exceptions occurred because caseworkers did not properly utilize the AMR as a tool in documenting and reviewing the recipient's training or work requirements. In addition, staff in the Employment and Training Program (ETP) units may not have properly communicated information related to recipients' participation in employment and training.

The CAO's failure to ensure recipients' participation in employment and training activities could result in recipients not moving toward economic independence and self sufficiency. In addition, failure to ensure recipients' participation compromised DPW's ability to meet Federal TANF requirements. The recipients in these cases were paid \$12,234 in benefits for which they did not meet all eligibility requirements.

### **Recommendation**

We recommend that the CAO ensure that personnel are adequately trained to utilize tools such as the AMR to assist in identifying recipients who have employment and training requirements. In addition, we recommend that the CAO review the process by which

## ***Findings and Recommendations***

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personnel track recipients who are enrolled in employment and training programs and improve communication between ETP units and caseworkers.

### Management Response

The CAO management disagreed with our findings, based on the fact that the errors were “administrative” errors, not the fault of the client, and no overpayments were written.

### Auditors Conclusion

As stated in our finding, the CAO failed to ensure that recipients’ performed the work requirements. Whether it was an error on the part of the client, or an error on the part of the CAO, the fact remains that these recipients did not engage in the work activities as required and still received benefits of \$12,234. It is the CAO’s responsibility to ensure that benefits are not paid out to ineligible recipients. Therefore, the finding remains as written.

- **Income Eligibility Verification System (IEVS)**

IEVS is an automated system developed to provide for the exchange of information between the Pennsylvania Department of Labor and Industry, Office of Employment Security, the SSA and the IRS. IEVS provides information to the caseworker to aid in the determination of eligibility and the amount of the benefit the recipient should receive.

During our audit, we found 11 instances where CAO personnel had missing or incorrect information entered in IEVS. In nine instances, CAO personnel failed to timely and/or correctly enter a disposition code for wage information reported by employers on IEVS. In one instance CAO personnel failed to request and/or verify IEVS information, and in one instance CAO personnel failed to reconcile IEVS information. These exceptions resulted in improper calculation of benefits totaling \$874 in overpayments.

Chapter 1 of the IEVS Manual provides guidelines to follow when using IEVS.

These exceptions occurred when wage information was provided from the employers but was not properly reconciled with income used to compute benefits, or the CAO

## ***Findings and Recommendations***

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entered incorrect data which stopped the process of generating PA78s. The CAO stated that these exceptions occurred because the CAO was not fully staffed and not at full complement.

### **Recommendation**

We recommend that the CAO instruct personnel to review IEVS exchanges for reported and unreported income. In addition, we recommend that the CAO review and properly reconcile unreported income so overpayments are correctly identified and initiated through the IEVS system. Supervisory personnel should review IEVS reports to ensure timely and accurate disposition codes are used. Finally, we recommend that CAO officials put controls in place to ensure CAO caseworkers can operate efficiently in the event that the CAO is not fully staffed. Specifically, the CAO should implement cross training of personnel and also ensure that an acceptable long range training strategy be put in place that would result in a more efficient distribution of casework.

### **Management Response**

The CAO management provided no written response to this finding.

### **Finding 3 - Failure To Correctly Determine And/Or Calculate Recipient Benefits**

Our audit disclosed that the CAO failed to correctly determine and/or calculate recipient benefits.

A special allowance is a cash payment authorized for supportive services necessary to enable an ETP participant to prepare for, seek, accept, or maintain education, employment, or training. Special allowances are not covered by the regular public assistance grant. As determined by the caseworker, a participant in this program is eventually required to register for work.

During our audit, we found nine instances when recipients failed to attend activities. In two cases, clients gave incorrect information regarding resources, or did not qualify based on RESET responsibilities. In one case, the client failed to qualify for a special allowance. In two special allowances regarding clothing, the CAO issued the clothing allowance twice, and the second special allowance, the client was not entitled to the allowance. In one instance verification of a driver's license was not produced to

## ***Findings and Recommendations***

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determine if the special allowance was used for its intended purpose. In two instances, the client was not entitled to the transportation allowance due to lack of participation in the RESET program. In one case, the client was not entitled to the child care allowance, based on RESET participation.

These exceptions resulted in overpayments of \$1,050. In addition, excessive benefits totaling \$2,389 were paid in cases where the CAO failed to monitor recipient special allowances.

The CAH and FSH provide policies and procedures to follow for determining special allowance requirements.

### **Recommendation**

We recommend that the CAO closely monitor cases in which special allowances are issued. When the CAO is notified that recipients have not attended training, completed job searches, or accepted employment, caseworkers should review the related special allowances. We also recommend that the CAO calculate and file any overpayments, where applicable.

### **Management Response**

The CAO management disagreed in part to the finding with regards to one case where a special allowance was received by a recipient, although the recipient did not engage in the activity for which the special allowance was given. The CAO feels that it is the responsibility of the contractor to ensure that recipients engage in the assigned activity.

### **Auditors Conclusion**

The disagreement is based on the fact that the recipient was referred to DPW's contractor who was responsible for enrolling the recipient in the activity and ensuring that the recipient continued in the activity while receiving the special allowance. Even though responsibility is with the contractor, it is the CAO's and DPW's responsibility to adequately monitor the performance of their contractors. Therefore, the finding remains as written.

## ***Findings and Recommendations***

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### **Finding 4 - Inadequate Internal Control Procedures For Closing The Case When The Recipient Can Not Be Located**

As part of our review, we require recipients to meet with auditors for scheduled interviews. The purpose of the interview is to substantiate specific case record information. When recipients failed to attend the interview, the CAO notified the recipient of his/her requirements to comply with the audit review. The notice also indicated that, if the recipient did not respond in a timely manner, benefits would be closed.

A total of seven recipients did not respond, indicating that they had moved and did not notify the CAO. The CAO was obligated to close these cases and discontinue paying monthly benefits totaling \$1,810. Lack of internal controls for detecting these errors also resulted in the payment of excessive benefits totaling \$215 to which the recipient is not eligible.

#### **Recommendation**

We recommend that the CAO consider regularly reviewing a sample of cases to help identify instances where recipients' living arrangements have changed, including where they reside. This could help to eliminate at least some improper disbursement of benefits.

#### **Management Response**

The CAO management provided no written response to this finding.

### **Status of Prior Audit Finding**

#### **Overpayments and Other Exceptions Totaling \$6,214 Occurred as a Result of Recipients Withholding Information and Case Record Maintenance Exceptions**

Our current audit covering the period May 16, 2003 to April 13, 2006 disclosed that inadequate/incorrect recipient information and case record management exceptions continue to occur at the Montgomery CAO, Pottstown District; therefore, a repeat finding is warranted. Refer to Findings 1 through 4 located on pages 9 through 14 for additional discussion on these issues.

## ***Findings and Recommendations***

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### **II. Overpayment Control System**

#### **Finding 5 - Untimely Verification and Referral of Overpayments and Over-Issuances Totaling \$19,035 Occurred as a Result of Procedural Deficiencies in the Overpayment Control System**

We reviewed the Montgomery CAO, Pottstown District's Overpayment Control System to determine if CAO personnel properly investigated suspected overpayments, controlled and documented investigations, and referred verified overpayments timely. From 983 entries listed as pending, completed, or overpayment (O coded) on the ARRC Daily Caseload Detail Reports dated December 7, 2005 and January 13, 2006, we selected 68 cases.

Our review disclosed the following exceptions:

- **In 34 cases, CAO personnel failed to complete the referral preventing timely notification to OIG.**

The SH, Section 910.51 provides that the CAO will refer all overpayments to the OIG within 60 days from the date the CAO verifies the overpayment occurred.

The section further provides that in order to recover through recoupment, the OIG must notify the recipient of the cash overpayment claim within six months of the date the CAO first identified the overpayment, or within one year of the date the CAO first identified the overpayment, as long as the delay in obtaining verification was caused by an outside source.

These exceptions occurred because the CAO staff did not follow procedures that are in place to refer overpayments within the required timeframes. Failure to complete the Overpayment Referral and forward it to the OIG within the required 60 days delayed and jeopardized the recovery of overpayments totaling \$6,840 and over-issuances totaling \$8,488.

#### **Recommendation**

We recommend that the CAO instruct personnel to compute all verified overpayments within 60 days of receipt of that verification. We also recommend the CAO review

## ***Findings and Recommendations***

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internal control procedures for tracking wage information, computing verified overpayments, and reviewing computed overpayments.

### Management Response

The CAO management provided no written response to this finding.

- **In 7 cases, deficiencies occurred when CAO personnel completed the calculation of the overpayment, but failed to complete the referral within the 60 days.**

The SH, Section 910.51 provides that the CAO will refer all overpayments to the OIG within 60 days from the date the CAO verifies the overpayment occurred.

The section further provides that in order to recover through recoupment, the OIG must notify the recipient of the cash overpayment claim within six months of the date the CAO first identified the overpayment, or within one year of the date the CAO first identifies the overpayment, as long as the delay in obtaining verification was caused by an outside source.

Although CAO personnel completed the calculation of the overpayment, deficiencies occurred because controls were not followed to refer overpayments within the required timeframes.

Failure to complete the Overpayment Referral Data Input form and forward it to the OIG within the required 60 days delayed and jeopardized the recovery of overpayments of \$3,188 and over-issuances of \$519.

### Recommendation

We recommend that the CAO instruct personnel to compute all verified overpayments within 60 days of receipt of that verification. We also recommend that the CAO review internal control procedures for tracking wage information, computing verified overpayments, and reviewing computed overpayments.

### Management Response

The CAO management provided no written response to this finding.

## ***Findings and Recommendations***

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- **In 59 cases, CAO personnel failed to make an IEVS disposition within 45 days of posting information to IEVS.**

CAH, Section 178.71 requires that the CAO must act on new information identified by the system within 45 calendar days of the posting of the information to IEVS.

Failure to review IEVS information resulted in inaccurate IEVS information that hindered identification of potential overpayments.

Exceptions occurred because the CAO lacks proper controls to ensure that caseworkers act on new information in a timely manner.

### Recommendation

We recommend that the CAO implement controls to ensure that caseworkers make an IEVS disposition within 45 days after posting information to IEVS.

### Management Response

The CAO management provided no written response to this finding.

- **In 50 cases, CAO personnel failed to update the ARRC system.**

Exceptions occurred because CAO personnel failed to update a pending ARRC disposition code to “N” when the CAO received case verification indicating that an overpayment did not occur. Exceptions also occurred because caseworkers failed to enter verified information into the ARRC system, preventing the ARRC system from updating the disposition codes. Also, caseworker supervisors may have failed to use available reports and ARRC file information.

Failure to change the disposition code in the ARRC system after verification was determined and failure to enter verified information into the ARRC system, which prevented the ARRC system from properly coding overpayments, resulted in inaccurate reports and impeded determining the number and status of overpayment investigations.

## ***Findings and Recommendations***

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The ARRC Manual provides guidelines for updating disposition codes in the ARRC system after verification.

### Recommendation

We recommend that the CAO require personnel to update the disposition codes in the ARRC system when verification is received to determine whether or not an overpayment exists. Also, we recommend the CAO enter verified information into the ARRC system, to allow the ARRC system to update the disposition codes. Additionally, we recommend CAO management require their staff to utilize ARRC reports to monitor the status of overpayments.

### Management Response

The CAO management provided no written response to this finding.

- **In 23 cases, CAO personnel failed to ensure a Second Request for Employment Information was sent timely.**

Exceptions occurred because CAO personnel failed to ensure a second PA78 was sent timely. Potential overpayments discovered through IEVS result in an automatic generation of a PA78. However, if no response is received after the first PA78 is sent, the CAO is required to manually request income verification after contacting the employer. CAO personnel should verify employer addresses and make any corrections before sending a second request.

Chapter 910 of the Supplemental Handbook and the ARRC manual provide procedures and guidelines for contacting non-responding employers.

### Recommendation

We recommend that the CAO send second PA78 requests for income verification to the employer as required by DPW policies and procedures. Also, we recommend the CAO review reports generated for follow-up and address verification within the required timeframes.

## ***Findings and Recommendations***

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### Management Response

The CAO management provided no written response to this finding.

- **In 3 cases, CAO personnel failed to contact non-responding employers.**

Exceptions occurred when caseworkers failed to contact employers or employers failed to respond to initial requests for wage verification within 45 days of the initial request. Caseworkers failed to timely contact employers within ten days to verify employer addresses.

Failure to contact employers timely may have delayed initiating procedures to recover incorrectly disbursed benefits. Failure to contact employers also delayed initiating or starting procedures to send a second PA78 request.

These deficiencies occurred because caseworkers failed to adhere to the overpayment investigation required timeframes. Additionally, CAO supervisors failed to review the “Non-Responding Employer” list. Caseworkers did not contact non-responding employers due to a lack of procedural controls.

Chapter 910 of the Supplemental Handbook and the ARRC manual provide procedures and guidelines for contacting non-responding employers.

### Recommendation

We recommend that the CAO instruct personnel to contact employers within 10 work days after reviewing the “Non-responding Employer” list. We also recommend caseworkers verify employer addresses.

### Management Response

The CAO management provided no written response to this finding.

## ***Findings and Recommendations***

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### **Status of Prior Audit Finding**

#### **Untimely Verification and Referral of Overpayments and Over-Issuances Totaling \$11,034 Occurred as a Result of Procedural Deficiencies in the Overpayment Control System**

Our current audit covering the period May 16, 2003 to April 13, 2006 disclosed that procedural deficiencies continue to exist at the Montgomery CAO, Pottstown District in the execution of the Overpayment Control System; therefore, a repeat finding is warranted. Refer to the bullets in Finding 5 on pages 16 through 19 for additional discussion on these issues.

**Commonwealth of Pennsylvania  
Department of Public Welfare  
Montgomery County Assistance Office  
Pottstown District**

**AUDIT SUMMARIES  
GLOSSARY  
AND  
APPENDIX**

## ***Audit Summaries***

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### **Eligibility Audit Results**

|                       | <b>Cases at<br/>CAO</b> | <b>Cases<br/>Reviewed</b> | <b>Cases with<br/>Errors</b> |
|-----------------------|-------------------------|---------------------------|------------------------------|
| <b><u>Current</u></b> | <b>783</b>              | <b>130</b>                | <b>45</b>                    |
| <b><u>Prior</u></b>   | <b>589</b>              | <b>225</b>                | <b>41</b>                    |

### **Other Results**

| <b><u>PROGRAM</u></b>  | <b><u>No. of<br/>Cases</u></b> | <b><u>Monetary<br/>Effect</u></b> |
|--|--------------------------------|-----------------------------------|
| <b>Overpayment Control System:</b>   |                                |                                   |
| CAO personnel failed to complete Overpayment Referral Data Input form timely to the OIG. | 34                             | \$15,328                          |
| CAO personnel failed to make referrals within 60 days.                                   | 7                              | 3,707                             |
| CAO personnel failed to make an IEVS disposition timely.                                 | 59                             | -0-                               |
| CAO personnel failed to update ARRC System.  | 50                             | -0-                               |
| CAO personnel failed to send second request employment information timely.               | 23                             | -0-                               |
| CAO personnel failed to contact non-responding employer timely.                          | 3                              | -0-                               |
| <b>TOTALS:</b>   | <b><u>176</u></b>              | <b><u>\$19,035</u></b>            |

## ***Glossary***

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### **Administrative Underpayment:**

Cash and/or food stamp benefits to which recipients were entitled but did not receive because of County Assistance Office error.

### **Case Closure:**

Equal to one month of cash and/or food stamp benefits that were not paid/issued to recipients as a result of the Department's audit establishing recipient ineligibility.

### **Client Information System (CIS):**

The on-line data base which contains the information necessary to authorize cash, Medicaid, and food stamps.

### **Closed Case:**

A case that is no longer being issued welfare benefits.

### **Countable Income:**

Income that is not exempt or excluded from benefit determination.

### **Legally Responsible Relative (LRR):**

A spouse or the biological or adoptive parent of a TANF dependent child, a TANF minor parent, or a GA unemancipated minor child under age 19 or a GA minor parent. This term does not include putative fathers.

### **Reimbursement:**

Money owed by recipients for cash benefits they received while waiting for a lump sum payment from sources such as a lawsuit, insurance, Supplemental Security Income, etc.

### **Supplemental Security Income (SSI):**

A federal program funded by general tax revenues and administered by the Social Security Administration. Provides cash to aged, blind, and disabled persons who have little or no income to meet basic needs for food, clothing, and shelter. Received in lieu of cash grants from Public Welfare; however, SSI recipients can qualify for food stamps and medicare. Both children and adults can qualify for SSI.

### **Support Pass-Through:**

An increase in the recipient's cash benefits which occurs when the Domestic Relations Office forwards child support money for recipients to the Department of Public Welfare. Because food stamp benefits are based on a recipient's income, this increase in cash benefits may result in a concurrent, but not equal, decrease in the recipient's food stamps.

## *Appendix*

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### Abbreviations Used in Report

|       |   |
|-------|---|
| AMR   | Agreement of Mutual Responsibility                                |
| ARRC  | Automated Restitution Referral and Computation System             |
| CAH   | Cash Assistance Handbook  |
| CAO   | County Assistance Office  |
| CIS   | Client Information System   |
| DO    | District Office   |
| DPW   | Department of Public Welfare                                      |
| ETP   | Employment and Training Program                                   |
| FSH   | Food Stamp Handbook   |
| GA    | General Assistance  |
| IEVS  | Income Eligibility Verification System                            |
| IRS   | Internal Revenue Service  |
| LRR   | Legally Responsible Relative                                      |
| MEH   | Medicaid Eligibility Handbook                                     |
| OIG   | Office of Inspector General                                       |
| OPS   | Operations Memorandum   |
| RESET | Road to Economic Self-Sufficiency through Employment and Training |
| SH    | Supplemental Handbook   |
| SSA   | Social Security Administration                                    |
| SSN   | Social Security Number  |
| SSI   | Supplemental Security Income                                      |
| TANF  | Temporary Assistance to Needy Families                            |

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