EFH 16 - 01

Audit of Court Ordered Volunteer Programs

Sheriff's Office
Recreation, Parks and Cultural Activities
Transportation & Environmental Services

This audit report has been approved for release and has been transmitted to the individuals listed below. The report is considered privileged and confidential.

Deborah Welch

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Chief Internal Auditor

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James Spengler,	Director, RPCA

January 8, 2015

EXECUTIVE SUMMARY

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What We Audited

Three (3) separate allegations of supervisor misconduct with regard to court ordered volunteers were received by City staff. Although the investigations found the allegations to be unsubstantiated, an audit was undertaken to determine the level of controls in place within City departments using court ordered volunteers.

What We Found

With regard to the Alternative Community Service (ACS) Program, only the Department of Recreation, Parks and Cultural Activities (RPCA) regularly used ACS workers. We found that the final process to notify the volunteer agency that the ACS worker had completed the community service hours was assigned to a low level supervisor.

With regard to the Modified Work Release Program, we found the that Alternative Programs Section has oversight controls in place that would deter the inappropriate use of MWR workers. However, we noted that the Modified Work Release Program could be strengthened by updating the Sheriff's Memorandum of Understanding to reflect language in the Sheriff's Standard Operating Procedures. Once the MOU is amended, RPCA and TES will need to update their departmental procedures to reflect the changes in the Sheriff's Memorandum of Understanding.

What We Recommended

With regard to the Alternative Community Service (ACS) program, we believe that staff from RPCA's Human Resources Office should be responsible for notifying the volunteer agency that the ACS worker has completed their court ordered community service hours. This move will strengthen management control with regard to the ACS program. We also believe that RPCA's Volunteer Management Policy should be updated to reflect the department's use of court ordered volunteers.

With respect to the MWR program, we recommended that the Sheriff update the current Memorandum of Understanding (MOU) to reflect language in the Sheriff's Standard Operating Procedures. Once the MOU is amended, both TES and RPCA will need to sign the updated MOU and update their departmental procedures.

EXECUTIVE SUMMARY

Department Comments

The Department of RPCA will implement a new sign-off process requiring multiple approvals with regard to signing off on community service hours worked; will update their Volunteer Management Plan to include both Court Ordered Volunteer Programs; will sign the revised Sheriff's MOU and update their departmental policies with regard to Modified Work Release Workers; and, will work with Sheriff staff to schedule meetings with regard to the Modified Work Release program.

The Sheriff is in the process of updating the Modified Work Release Memorandum (MWR) of understanding and will have both RPCA and TES sign the new MOU.

TES will sign the Sheriff's MOU and update their departmental policies with regard to the Modified Work Release Workers. TES staff will work with Sheriff staff to schedule meetings with regard to the Modified Work Release program.

The five (5) recommendations are considered resolved and will be closed once all items in the department's action plan are completed.