

Detailed Follow Up Report - Auditor Determined Status

Rec#	Recommendation	Auditor FollowUp	City Auditor's Status	Closed
2109	Housing Rehabilitation and Repair Programs	Issued:	6/11/2021	
1A	The Community Assistance Manager should update the program's evaluation measures and checklists to better align with the program guidelines and ensure the work performed is based on these assessments.	Sept 2021: The department reported staff revised the program standards and checklists to align with the program guidelines. Also, a new inspection sheet, checklist and standards were developed. These revised documents were in draft form for review and approval of the Community Assistance Manager. Auditors will review the approved forms for the next quarterly update. Dec 2021: The Community Assistance Manager has approved the revised forms.	Implemented	<input checked="" type="checkbox"/>
1B	The Community Assistance Manager should evaluate the Green Housing Rehabilitation wait list version control method and establish safeguards to protect the list's integrity.	Sept 2021: The department reported the Community Assistance Office drafted a solicitation for software to assist with monitoring program compliance and waitlists, including federal requirements. Staff is working with Purchasing to release the solicitation and complete the procurement. Dec 2021: The department reported it has observed several software demonstrations and the solicitation opened on January 6 and will close on February 3. After a selection, software implementation is anticipated to start in April 2022. June 2022: The department selected software and established a contract. Implementation is anticipated to be complete in early August 2022. Aug 2022: The department now expects to complete the software implementation in mid-September. Jan 2023: The department reported the software implementation went live on September 29. The waitlist could be entered with timestamps to retain their date order and new applicants will also be timestamped as entered.	Implemented	<input checked="" type="checkbox"/>

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2A	The Community Assistance Manager should consult with the City's Purchasing Director on methods to optimize the housing rehabilitation and repair programs' procurement processes, such as using the department's webpages to advertise projects.	Sept 2021: The department reported that staff received training from the Purchasing department on the City's procurement code and processes and how federal regulations apply to specific projects. They plan to link the program's Rehabilitation program webpage to the City's solicitation webpage to further advertise projects. Auditors will review this implementation for the next quarterly status update. Dec 2021: The department has linked its project webpages to the Purchasing department's solicitation page. As well, it is creating links to provide information on how to become a contractor and requirements to be a competitive applicant/bidder. June 2022: The department has completed its webpage links and information for prospective contractors at www.scottsdaleaz.gov/human-services/cdbg-home	Implemented	<input checked="" type="checkbox"/>
2B	The Community Assistance Manager should ensure staff does not inform potential contractors when the Direct Select method is being used for a project.	Sept 2021: The department reported the Community Assistance Office no longer informs the contractor when the direct select method is being used. Also, Purchasing is assisting with a draft solicitation to procure contractors for emergency and roof repairs to better optimize an open and competitive bid process. Dec 2021: The department reported the formal solicitation was completed for on-call contractors and they plan to use another solicitation for general contractor services to have access to all trades for needed repairs.	Implemented	<input checked="" type="checkbox"/>
2C	The Community Assistance Manager should ensure staff analyzes a change order's scope of work to ensure it does not duplicate the project's initial scope of work.	Sept 2021: The department reported the Community Assistance Office is implementing a two-tier approval process for change order requests to ensure checks and balances and avoid duplication of work and overpayment. Auditors will review this process and its implementation for the next status update. Dec 2021: The department reported there has only been one change order since the approval process was implemented.	Implemented	<input checked="" type="checkbox"/>
2D	The Community Assistance Manager should evaluate the contractor renewal process for relevance and efficiency and then ensure staff follows up on incomplete forms before approving contractors for the program.	Sept 2021: The department reported the Community Assistance Office is updating the new contractor application and creating a new contractor renewal form to address the concern. Auditors will review the new forms for the next status update. Dec 2021: Auditors reviewed the new forms.	Implemented	<input checked="" type="checkbox"/>

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3	The Community Assistance Manager should work with the City's Office of Communications to improve the program's awareness campaign.	<p>Sept 2021: The department reported that its brochures have been updated and placed at the Granite Reef Senior Center, Vista Del Camino, One Civic Center and will be placed in City libraries and utility bills. Community Assistance Office staff presented information on all three programs to Senior Centers' staff, and is attending events, like Coffee with the Community at the Paiute Neighborhood Center, to increase program awareness. Further, the brochure will be translated into Spanish to reach a more diverse audience. Auditors will review implementation of these changes for the next status update.</p> <p>Dec 2021: The department reported that these efforts are continuing. June 2022: The department has created and is distributing promotional brochures in English and Spanish. Starting June 1, the department is also beginning to share the information on its social media channels.</p>	Implemented	<input checked="" type="checkbox"/>