

Audit Committee



Audit of NHSD Home Improvement Programs

Presented by: Abigail Estevez, Audit Manager

January 14, 2025

Objective and Conclusion

NHSD Home Improvement Programs

Audit Objective

Determine if home improvement programs are managed effectively and efficiently and in compliance with established guidelines to include vendor management.

Major Repair, Minor Repair, and Under 1 Roof programs were included as part of our review.

Overall Conclusion

NHSD's home improvement programs are not managed effectively, efficiently, or in compliance with established guidelines.

Results

NHSD Home Improvement Programs

Program Management

- Projects were approved despite missing required eligibility documentation.
- Denial letters to participants were created during the audit and backdated.
- Projects proceeded prior to document completion or adequate approvals.
- Contractors did not have adequate insurance coverage.
- Approval was not obtained before change orders were executed.
- Amended restrictive covenants were not filed for projects with change orders.
- Payments were not made in compliance with policies.

Results

NHSD Home Improvement Programs

Participant Feedback

Participant feedback surveys are not available for review.

Performance Measures

Performance measures are not clearly defined or adequately supported.

Participant Data Access

User access to participant data is excessive.

NHSD Home Improvement Programs

NHSD management has agreed with the recommendations and has developed corrective action plans to address issues identified.

Anticipated completion: Completed November 2024

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