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Cook County Auditor
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November 10, 2020

The Honorable Toni Preckwinkle, President
And Board of Cook County Commissioners
118 N. Clark Street, Room 537
Chicago, Illinois 60602

Dear President Preckwinkle and Board of Commissioners:

The Office of County Auditor (OCA) conducts follow-up procedures on open recommendations. Per the County Auditor Ordinance, Section 2.311.14 – Audit Follow-up, “The Auditor shall follow up on audit recommendations as practical to determine if corrective action has been taken. The Auditor may request periodic status reports from audited agencies regarding actions taken to address reported deficiencies and audit recommendations.” The OCA will submit the status report on open recommendations to the County Board for referral to Audit Committee.

Please refer to the following Open Recommendations Status Report as of October 2020. Of the fourteen open recommendations including nine new recommendations this quarter. Five recommendations were implemented and nine are currently open. We have obtained and provided an update on the current status of each open recommendation in the attached report.

We express our appreciation to all the departments for providing us with updates to our recommendations. We are continually available to assist the departments in their implementation of our recommendations.

Respectfully Submitted,

Mary Modelski
Cook County Auditor

TONI PRECKWINKLE

PRESIDENT

**Cook County Board
of Commissioners**

BRANDON JOHNSON

1st District

DENNIS DEER

2nd District

BILL LOWRY

3rd District

STANLEY MOORE

4th District

DEBORAH SIMS

5th District

DONNA MILLER

6th District

ALMA E. ANAYA

7th District

LUIS ARROYO, JR.

8th District

PETER N. SILVESTRI

9th District

BRIDGET GAINER

10th District

JOHN P. DALEY

11th District

BRIDGET DEGNEN

12th District

LARRY SUFFREDIN

13th District

SCOTT R. BRITTON

14th District

KEVIN B. MORRISON

15th District

FRANK J. AGUILAR

16th District

SEAN M. MORRISON

17th District

Office of County Auditor

Open Recommendations Status - October 2020

Chief Judge-Cash Reconciliation Project

Item #	Audit Report Date	Item	Corrective Action Plan	Updated Response by Department	Expected Date of Completion
1	8/22/2014	<p>Bank reconciliations were not always completed accurately with the proper support for variances.</p> <p>Adult Probation Finding 4 - The Prosecutor's Management Information System cannot produce data to reconcile to the cash balances in the Restitution and Fee bank accounts. We recommend that Adult Probation personnel request Prosecutor's Management Information Systems reports from their Information Technology support that will capture the total amount of undisbursed receipts from the Prosecutor's Management Information System. The report balance could then be reconciled to the cash balances in the Restitution and the Fee bank accounts to determine if any differences exist.</p>	<p>Management agreed and will implement corrective action.</p> <p>The Adult Probation Departments' current case management system, Prosecutor's Management Information System, was designed for the court by Cook County in the 1970's. The department's cashier's office continues to struggle with the limitations of the out-of-date system's ability to produce accurate reports and consistently account for the transactions recorded by the office. To affect a sorely needed upgrade to the department's overall case management system, the court issued a Request for Proposal in April 2014 to design and implement a new comprehensive case management information system for probation and pretrial operations. The new system will replace, consolidate, and enhance the department's current systems and applications, including the accounting functions of the cashier's</p>	<p>The launch of the Adult Probation Department's new case management system is forthcoming but is still delayed. In the interim, we have initiated corrective action within the existing Prosecutor's Management Information System. We have been working closely with County Bureau of Technology to create new and/or enhance existing reports. These reports have assisted us in researching, identifying and correcting errors in the historical records. We have been working toward being able to capture the total amount of undisbursed receipts as well as generate an accurate outstanding check list that will be used to reconcile against cash balances. Given the limitations of the Prosecutor's Management Information System, this is an ongoing process. We anticipate the launch of the new cFive system that will replace the Prosecutor's Management Information System will improve all financial controls and will enhance the department's current systems and applications, including the accounting functions of the cashier's office.</p>	1/31/2021

Clerk of the Circuit Court Revenue Process Audit

Item #	Audit Report Date	Item	Corrective Action Plan	Updated Response by Department	Expected Date of Completion
2	10/23/2015	The Clerk of the Circuit Court provided a high level chart indicating over \$30 million outstanding accounts in the Traffic Division, but did not provide the detail to support what this number consists of and the collection activities that have occurred	The Corrective Action Plan includes the following: - analysis on \$30M outstanding to determine feasibility; - collection agency detailed reports and internal tracking reports; - Wage Garnishment Program plan; - Internal processes for submitting accounts to the Local Debt Recovery Program and the State's Income Tax Refund Intercept Program along with reports supporting the activity; - Collection Agency Performance Measures for next contract.	The current outstanding balance in the Traffic Division is \$31,308,150. The Clerk of the Circuit Court Technology and Innovation Bureau produces a Traffic Information Management System report via the Revenue Collector system that writes to our Case Management Systems and identifies all payments received. The wage garnishment Policies and Procedures was implemented in February 1, 2017. The prior open recommendation report indicated that Penn Credit's contract was not renewed under the Countywide contract, and therefore ended on January 30, 2020. Alliance One contract was renewed and was extended until January 30, 2021. All collections are being handled by Alliance One. There are no performance measurements in the current contract. They would have to be included in the next contract. Prior responses indicated that the Clerk's Office sent postcards to those owing traffic debt that a request to the Secretary of State's Office to place a lien on their driver's license until payment is made. Also delinquent accounts aged (2-7 years) were referred to the Illinois Comptroller's Local Debt Recovery Program	2/1/2021

Law Library - Revenue Operations

Item #	Audit Report Date	Item	Corrective Action Plan	Updated Response by Department	Expected Date of Completion
3	3/7/2017	We recommend that the Law Library complete training for all staff on processing transactions into iNovah for the credit card service and conduct a cost benefit analysis on automating the photocopier revenue collection process.	The Law Library will complete training for staff on processing transactions into iNovah for the credit card service and will conduct a cost benefit analysis on automating the photocopier revenue collection process.	Equipment has been installed but is not active. Will receive timeline on final setup after 10/16 conference call with bank to finalize merchant account information, after which equipment configuration can be finalized. Estimated completion by 10/31/2020 barring further complications	10/31/2020

Department of Revenue - Delinquent Home Rule Tax Process

Item #	Audit Report Date	Item	Corrective Action Plan	Updated Response by Department	Expected Date of Completion
4	1/28/2015	The delinquent tax account data is not being accurately and efficiently maintained to ensure the reliability of the delinquent tax accounts and amounts.	Management agrees that there is a need for a more accurate and comprehensive system to manage accounts, and as mentioned before, plans to address these issues as part of its Integrated Tax Processing System implementation, with select improvements to its interim process.	Delinquent account data is being accurately maintained. With the implementation of Integrated Tax Processing System solution, the Department of Revenue has been following up timely for the six tax types which were part of our first release on a monthly basis. We have collected over \$3.2 Million in additional revenue. We are manually following up on the remaining tax types (3 tax types) and once they are brought into Integrated Tax Processing System, full automation will be completed as recommended.	July/August 2021
5	1/28/2015	The delinquent tax account data is not being accurately and efficiently maintained to ensure the reliability of the delinquent tax accounts and amounts.	Management agrees that there is a need for a more accurate and comprehensive system to manage accounts, and as mentioned before, plans to address these issues as part of its Integrated Tax Processing System implementation, with select improvements to its interim process.	Deficient account data is being accurately maintained. With the implementation of Integrated Tax Processing System solution, the Department of Revenue has implemented an automated, efficient and effective tracking and billing process for six tax types in the first release. Full automation, eliminating manual processes being used in our legacy system, will be achieved once Integrated Tax Processing System automation is in place.	July/August 2021

Animal Control - Cash Management Process

Item #	Audit Report Date	Item	Corrective Action Plan	Updated Response by Department	Expected Date of Completion
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6	7/16/2020	<p>The Accountant V does not utilize Oracle E-Business Suite general ledger to put together the financial statements and it is nearly impossible to catch any discrepancies between Oracle E-Business Suite general ledger and iNovah Point of Sale system.</p>	<p>Animal and Rabies Control has contacted the Comptroller's office on 8/3/2020 to determine how to obtain an E-Business Suite revenue report, and we were directed to contact the Budget Department. We are currently in the process to find the best solution to solve this recommendation. We have contacted the Department of Revenue to schedule a team meeting to ensure that Inovah and E-Business Suite interface process is functioning properly. Animal and Rabies Control will implement a process to include reconciling the revenue reported to Oracle E-Business Suite in the future.</p>	<p>Accountant now has access to E-Business Suite general ledger and is waiting for contact Stacy from Revenue for instruction on which reports to run in E-Business Suite. We will report once that has happened.</p>	1/31/2021
7	7/16/2020	<p>The process of recording funds received for tag sales and summer clinics is highly manual and involves redundant processes. The Administrative Assistant I (Deposit Preparer) and Administrative Assistant I (Tag Room Clerk) log checks in two different check logs and there is no current process that calls for the review of such logbooks to help identify errors. In addition, Animal Control cannot currently process credit cards at the clinics or electronically process rabies certificates at the clinic site.</p>	<p>Animal and Rabies Control will eliminate the redundant process of the Administrative Assistant recording deposits in the deposit log. With the implementation of Hyland OnBase Phase II, Animal and Rabies Control will be totally automated. This will eliminate the redundant process for reporting and streamline our processes. Our Department will continue work Bureau of Technology and Department of Revenue to ascertain a solution to collect credit cards in the field at our seasonal clinics and to enter rabies certificates electronically.</p>	<p>A. We have implemented a solution using report from Hyland OnBase Phase I to track deposits and eliminate redundant process of recording deposits. Our department reconciles report with deposit for accuracy. B. With implementation of Phase II, we hope to solve other outstanding problems. The matter of accepting credit cards was brought up in meeting with Department of Revenue October 14, 2020 and we are promised action. Department of Revenue Director indicated that they are talking to Animal Control tomorrow regarding credit card acceptance at their satellite clinics that is referenced in the report with Bureau of Technology. Animal Control will discuss with BOT on adding this functionality.</p>	<p>A Completed B. Phase II Hyland Onbase 11/30/21</p>

8	7/16/2020	Animal Control's current process to allocate revenue in iNovah Point of Sale, is to simply lump all tag sales revenue under the 1yr tag sales. Under this process, no transactions are posted under 3-year tag sales and therefore no revenue gets allocated to this code.	When the Department of Revenue initiated Animal and Rabies Control to start recording revenue in the iNovah application, we were in implementing phase I of the Hyland OnBase project. The Hyland OnBase system does capture one year and three-year tag sales; however, it does not allocate credits that are posted to one-year and three-year tag sale transactions. With the implementation of phase II of Hyland OnBase, Animal and Rabies Control will have the ability to separate the one and three tag sales in the iNovah application. After Phase II of the Hyland, OnBase project is complete, ARC will have the ability to provide detailed reports identifying 1-year and 3-year tag sales with credits.	We expect this project to be complete in FY 2021. We are diligently working with the Hyland Team and Bureau of Technology to complete Phase II. Bureau of Technology and Hyland are negotiation the specific details and once the details are approved the project will be under way. Animal and Rabies Control will keep the Auditor's Department updated on the status of this project.	11/30/2021
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9	7/16/2020	Violation fee revenue collected by the Department of Revenue on behalf of Animal Control is not included in their monthly reconciliation.	Animal and Rabies Control will contact the Administrator of the Department of Revenue and the Comptroller's office to determine where the revenue collected for violation is captured. Animal and Rabies Control was under the assumption that revenue collected for violations is utilized by the general fund. We will research this recommendation to provide a resolution.	Our Accountant has retroactively reported court fee and violation fee revenue in the financial statements as of Fiscal Year 2020. Our department is currently utilizing a report generated by Inovah to capture the revenue collected for court and violation fees. We met with the head of the Department of Revenue and are awaiting their determination of where these revenues are credited. Zahra Ali, Department of Revenue will ask them what determination are they awaiting for because we had a meeting back in August 28th and we mentioned they already have access to run collections for Violations and AH Costs in iNovah which then all revenue collected is deposited to the Comptroller's office. Tag dollars are credited to their special purpose fund and violations and Administrative Hearing revenues are credited to the general fund. Animal Control will request access from Bureau of Technology. Cook County Department of Revenue cannot provide access to E-Business Suite.	1/31/2021
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