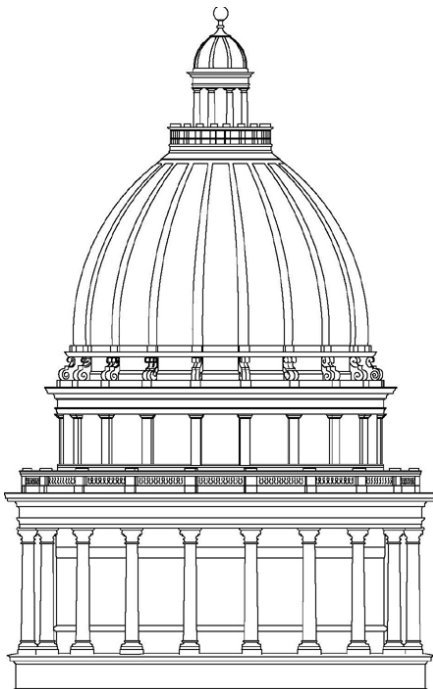


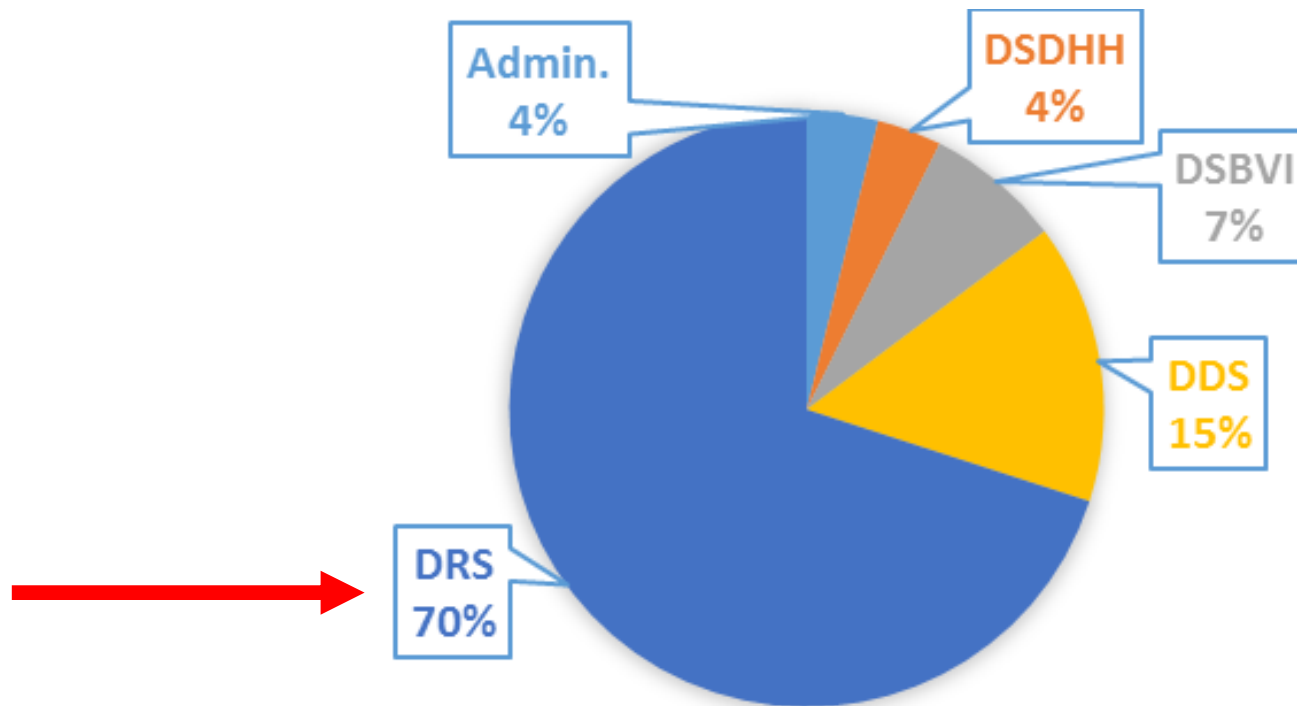
A Performance Audit of USOR's Case Management Controls



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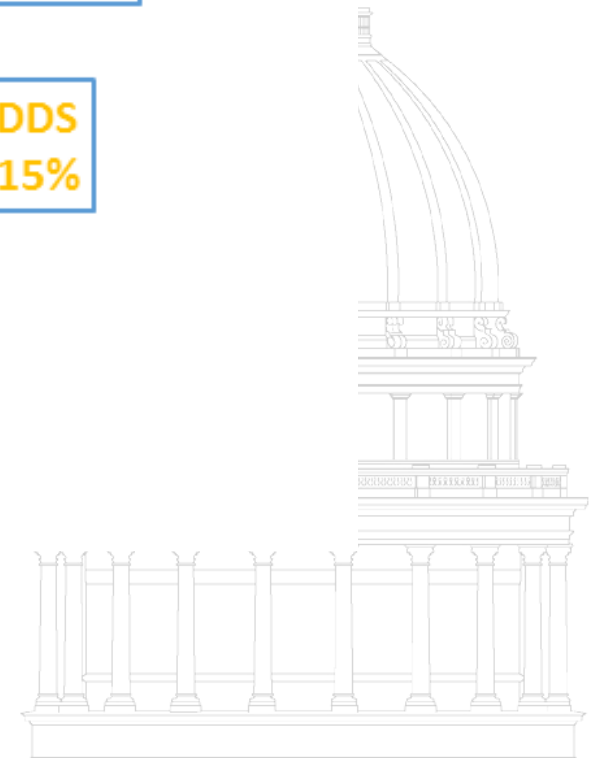
June 16, 2016

Previous Audit Led to This Audit



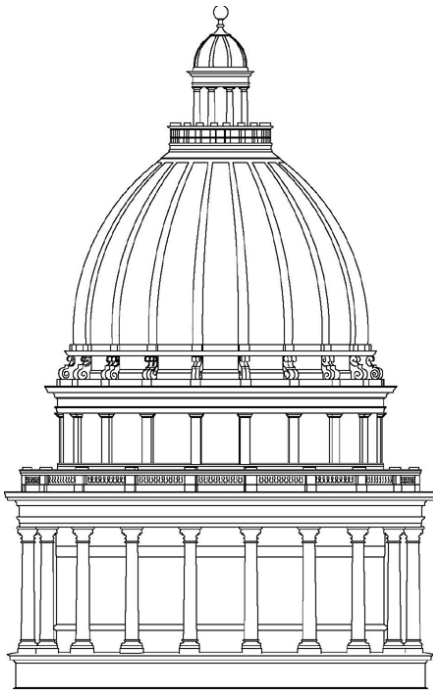
FOR MORE INFORMATION

See Chapter I, page 1-2



Chapter II

Case Controls are Weak

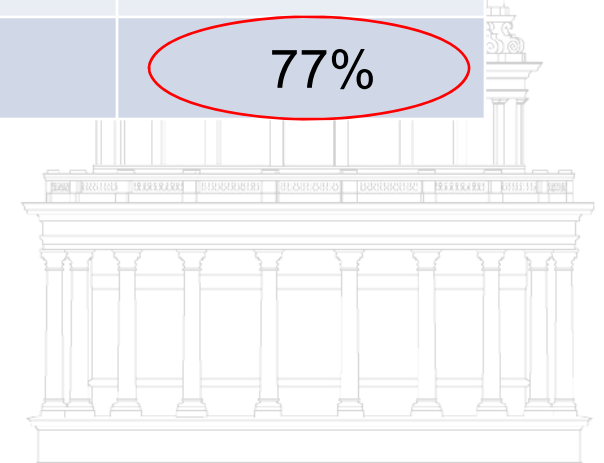


77% of Reviewed VR Cases had Deficient Documentation

Sample	Cases Reviewed	Cases with Documentation Problems	Percent of Total
High Risk	12	11	92%
Random	36	26	72%
Total	48	37	77%

FOR MORE INFORMATION

See Chapter II, pages 5-7

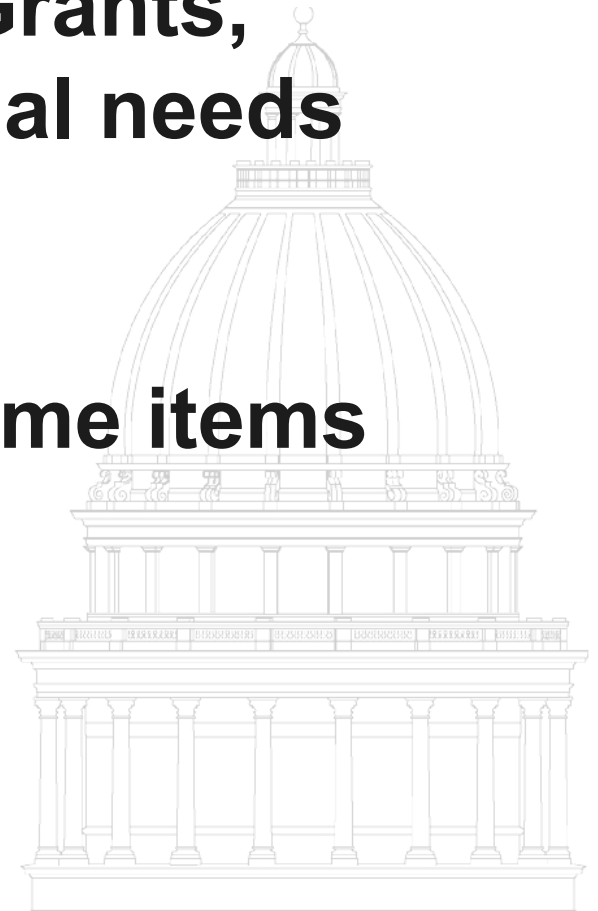


Case Review Concerns Varied

- **Missing verification of Pell Grants, comparable benefits, financial needs**
- **Narrative gaps**
- **Multiple purchases of the same items**
- **Clients who live out of state**

FOR MORE INFORMATION

See Chapter II, page 6-7



Weak Review System Provides Little Control

Time Case Has Been Open (Years)	Number of Review Conducted
★ 26	2
19	1
19	1
19	1
12	1
10	0
8	1
6	1
5	1
5	0
5	0
5	1

FOR MORE INFORMATION

See Chapter II, pages 13-14

Cases Have Remained Open An Extended Time

Case Length (Years)	Number of Clients	Percent of Clients	Average Cost per Client
Less than 5	8,236	84.23%	\$3,638
5-10	1,402	14.34	12,032
10-15	120	1.23	23,991
Greater than 15	20	0.20	28,733
Total	9,778	100%	\$5,143

FOR MORE INFORMATION

See Chapter II, pages 8-11

Other Topics Covered in Chapter II

- **Past eliminated/ignored controls were reinstated**
- **Policies should provide consistency**

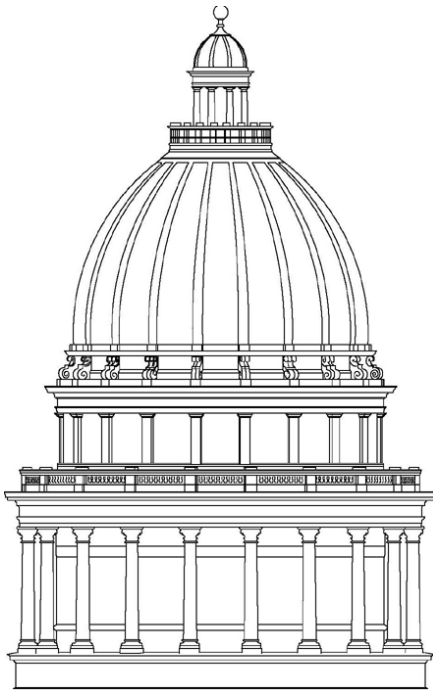
FOR MORE INFORMATION

See Chapter II, page 16-17



Chapter III

Poor Documentation and Weak Policy Allow Misuse and Potential Waste

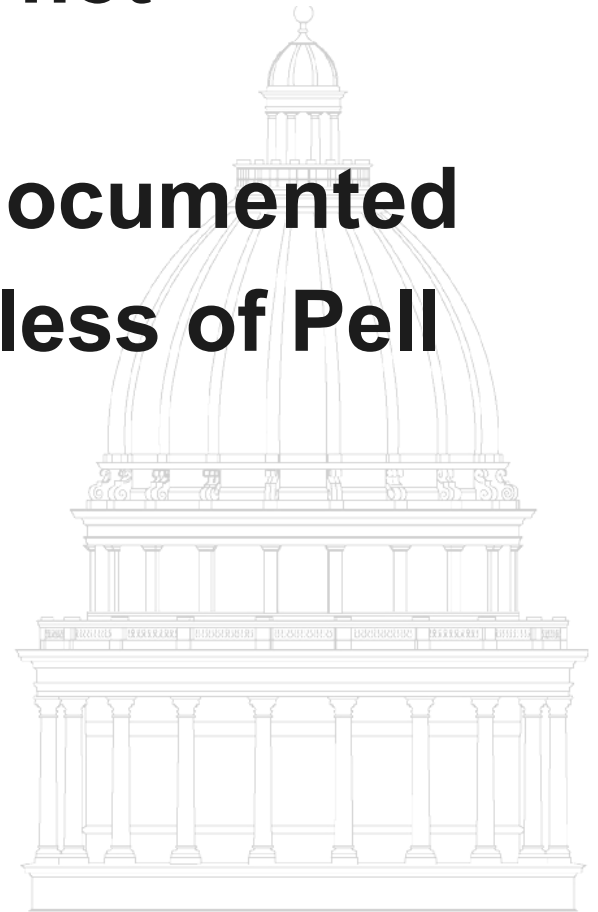


VR Does Not Use Pell Grants to Offset Cost of Attendance

- **Pell Grant policy in place but not followed**
- **Pell Grant decisions poorly documented**
- **USOR paid full tuition regardless of Pell award**

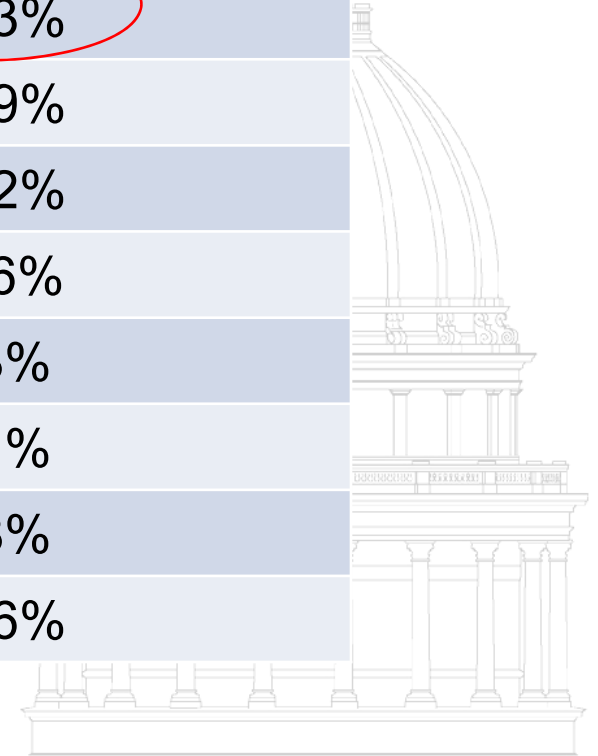
FOR MORE INFORMATION

See Chapter III, pages 19-21



USOR Spends a Larger Portion on Higher Education

States	Percent Spent on Higher Ed.
Utah	30.3%
Idaho	15.9%
Arizona	14.2%
Washington	11.6%
Nevada	7.3%
Colorado	7.1%
Oregon	5.8%
Average	13.6%

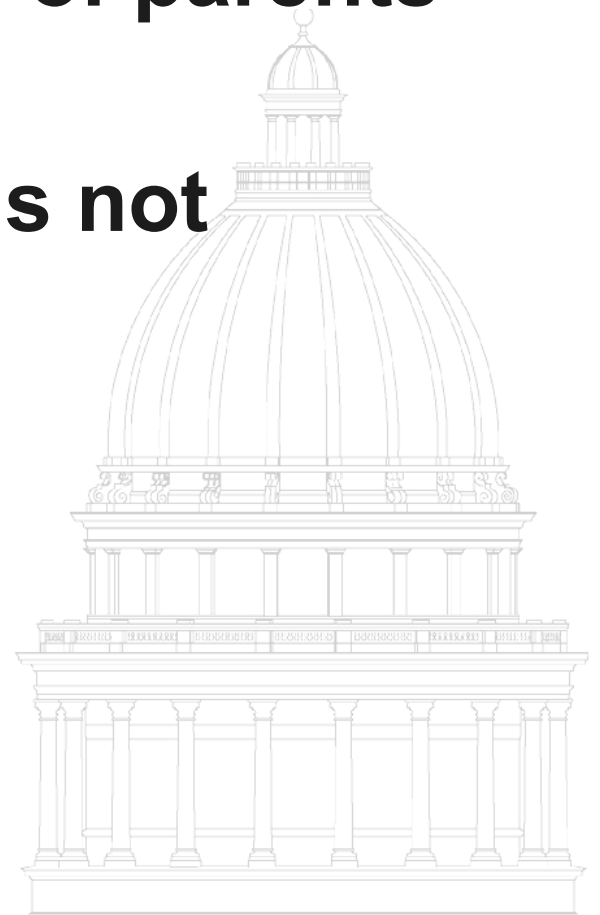


Financial Needs Assessment Should Be Improved

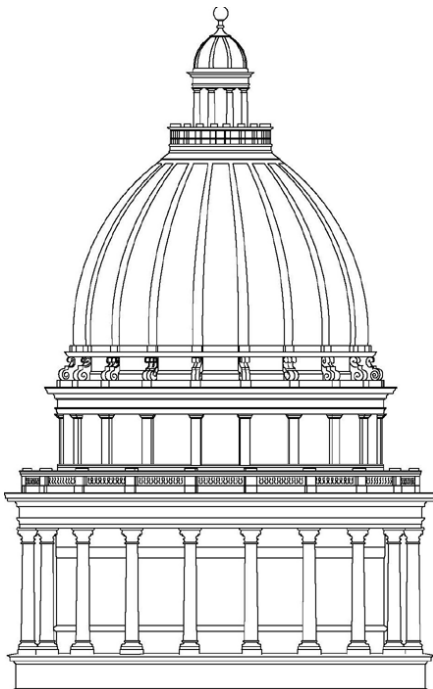
- **Statute does not prohibit use of parents' income**
- **Financial needs information is not verified**

FOR MORE INFORMATION

See Chapter III, pages 25-26



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