

From: Jake Hennessy <phennessy@utah.gov>
Sent: Monday, August 10, 2020 8:47 AM
To: Russell Frandsen <rfrandsen@le.utah.gov>; Melanie Henderson <mphenderson@utah.gov>
Subject: Re: FW: status of recs by 8/7

Russell,

Please see the response below.

(1) We recommend that Health and Human Services create an email address or online form for internal audit tip line submissions. (2) We recommend that all agencies promote their internal audit tip lines (phone number and email address/online form) to employees and the public.

In addition to our hotline number, the Department of Health (UDOH) has created both an email address (doh-auditohline@utah.gov) and online form ([Report a Concern Form](#)) for audit tip line submissions.

Information about the tip line is provided to all new employees in the required UDOH New Employee Orientation. Internal audit promotes ways to reporting concerns at every opportunity, including management meetings and presentations to various groups. Periodic emails are also sent out to all UDOH employees reminding them of the tip line.

The following tip line reporting option requests have been submitted to our Office of Public Information and will be implemented soon:

- A link in the Topics of Interest section of our main website (<https://health.utah.gov/>) to the Office of Internal Audit webpage.
- The internal audit webpage will provide instructions on how to report a concern, including a link to the Report a Concern Form.

(3) We recommend that agencies add these processes to their annual risk assessment: Health and Human Services Survey of a subset of employees, in addition to directors.

The annual risk assessment was already in progress at the time of the August 2019 LFA review. An employee satisfaction survey department-wide was completed in February 2019. Prior to this survey, the option of an internal audit survey was discussed. The Executive Leadership Team determined to have one department-wide survey rather than a separate internal audit survey at that time. The results from the department-wide employee satisfaction survey were provided to internal audit and used for the audit plan covering calendar year 2020. The next annual risk assessment will take place in fall of 2020 and is planned to include a survey to employees.

On Mon, Aug 10, 2020 at 8:34 AM Russell Frandsen <rfrandsen@le.utah.gov> wrote:

Hi Jake – When do you anticipate providing the follow up report to #1 below? Thanks.

From: Russell Frandsen

Sent: Tuesday, July 28, 2020 10:50 AM

To: Angela Cristaudo <ACristaudo@utah.gov>; Babitz, Marc <MBABITZ@utah.gov>; Betsy Coleman <betsycoleman@utah.gov>; Checketts, Nathan <NCHECKETTS@utah.gov>; Jake Hennessy <phennessy@utah.gov>; Jefferson Burton <jeffburton@utah.gov>; Joseph Miner <joeminer@utah.gov>; Shari Watkins <SWATKINS@utah.gov>; Sheila Walsh-mcdonald <swalsh@utah.gov>; Tiffani Metoyer-Smith (<tjmetoyer-smith@utah.gov> <tjmetoyer-smith@utah.gov>

Subject: status of recs by 8/7

Hi Jake,

In my review of <https://le.utah.gov/interim/2019/pdf/00004240.pdf> there are two recommendations that need an update as per the intent language below. To the best of my knowledge I have not received the report yet. Could you please provide one by Friday, August 7th in preparation for the Social Services meeting on August 17th? Thanks for your help.

1. (1) We recommend that Health and Human Services create an email address or online form for internal audit tip line submissions. (2) We recommend that all agencies promote their internal audit tip lines (phone number and email address/online form) to employees and the public... (3) We recommend that agencies add these processes to their annual risk assessment: Health and Human Services Survey of a subset of employees, in addition to directors
2. Performance Measure Change: Deaths registered certified using the electronic death registration system - By changing the tracked measure to match SUCCESS this would streamline this reporting requirement.

Intent language: The Legislature intends that the [Departments of Health, Human Services, and Workforce Services] provide an update on the status of all recommendations passed as part of the accountable base budget review during the 2019 Interim by June 1, 2020 to the Social Services Appropriations Subcommittee. (S.B. 3, Items 84, 93, and 98)

Russell Frandsen

Finance Officer

Office of the Legislative Fiscal Analyst

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