COUNTY OF MILWAUKEE
Inter-Office Communication

Date: April 17, 2020

To: Milwaukee County Executive
Milwaukee County Board of Supervisors

From: Jennifer Folliard, Director of Audits

Subject: Role and Accomplishments of the Office of the Comptroller—Audit Services Division

At the beginning of each new County Board term, the Comptroller's Audit Services Division has prepared this report describing our role and providing a catalogue of past reports. We hope this information is useful to those of you who are new to elected office in Milwaukee County as well as to those of you who are returning to serve another term.

Audit Services Division Mission Statement
Through independent, objective and timely analysis of information, the Audit Services Division assists both policy makers and program managers in providing high-quality services in a manner that is honest, efficient, effective and accountable to the citizens of Milwaukee County.

To assist in understanding Audit Services Division functions, we have prepared the enclosed recap of reports, issued since 2010. These reports are listed in **Attachment A**. Also enclosed is **Attachment B**, containing a functional description of the Division.

As an elected official, the Comptroller has complete independence in deploying the Audit Services Division to conduct performance audits involving County departments and contracts. The County Ordinance governing audits and investigations (section 34.09) is enclosed as **Attachment C**.

Performance Audits

The Audit Services Division conducts performance audits which provide elected officials and government employees with an objective third-party analysis of their operations to help them improve performance, reduce costs and make informed data-driven decisions. As seen in **Attachment A**, the scope of performance audits prepared by the Audit Services Division includes a wide range of diverse topics. Certain issues were straightforward such as an analysis of the Parks Lease and Concession operations while others covered topics that were complex and controversial such as the review of the inmate medical services provided at the Milwaukee County Jail and the House of Correction. However, the common thread among all of the performance audits was to improve programs and services to County residents by either being more effective in accomplishing program objectives, becoming more efficient, strengthening controls and safeguarding County assets, and/or complying with laws and regulations.

Reports issued since 2002 are available on the County's web site (https://county.milwaukee.gov/EN/Comptroller/Reports). We would be happy to provide you with copies of any reports issued prior to 2002. The Audit Services Division also facilitates management's preparation of periodic status reports after the completion of each performance audit to monitor the implementation of audit recommendations.

Investigations and the Fraud Hotline

Since 1994, the County's Audit office has maintained a hotline to receive and investigate allegations of fraud, waste and abuse in County government. The allegations have ranged from employee and elected official misconduct, theft, public assistance fraud, vendor fraud and counterfeit County checks. Our personnel have worked with the District Attorney's Office, the Office of the Sheriff and state agencies in investigating these allegations. Investigations have resulted in employee discipline, criminal prosecutions and recovery of County funds.

The Audit Services Division submits an annual report to the County Executive and County Board of Supervisors which summarizes the prior year's fraud-related activities.

In 2015, the County Executive and County Board of Supervisors created a County ordinance (section 34.095 – see Attachment C) which expanded and codified the Audit Services Division's authority and County stakeholders' responsibilities in an investigation. The Audit Services Division and the County Ethics Board entered into a relationship which allowed Division personnel to investigate alleged violations of the County Code of Ethics. Acting as agents of the Ethics Board for purposes of these investigations, Division personnel have access to confidential Ethics Board records.

Annual Financial Audit

The Audit Services Division also contracts with an outside CPA firm on an annual basis to perform the audit of the County's financial statements and the "Single Audit" of federal and state grants received by County departments. The ability to provide audited financial statements of Milwaukee County to bonding agencies and also provide required audited schedules of federal and state awards to grantor agencies are valuable components to the County's overall financial program. The Audit Services Division functions as a liaison between County departments and the CPA firm while continuously monitoring progress of the audits.

In addition to audits, other Division functions include the Division's bank reconciliation and contract compliance operations. The bank reconciliation function is an effective oversight tool for most checking accounts under Division control. The contract compliance function provides assistance with County oversight of private vendors' adherence to regulations such as the Minimum Wage Ordinance, where applicable. These functions also contribute to the County's overall effectiveness.

If you have any questions or need further information, I may be reached at 278-4830 or Jennifer.Folliard@milwaukeecountywi.gov.

Jennifer L. Folliard / PAG

Jennifer L. Folliard, Director of Audits

JLF/cah

Attachments

cc: Scott B. Manske, CPA, Milwaukee County Comptroller

Attachment A

MILWAUKEE COUNTY
Office of the Comptroller
Audit Services Division

Highlights of
Reports Issued 2010–2020 to Date

2020

Fraud Hotline – 2019 Annual Report -- This annual report on fraud activity notes the Division received 111 allegations in 2019.

Pulling Back the Curtain: A Look at Milwaukee County's Workforce Through Racial and Gender Equity Lenses from 2009 to 2019 – This analysis showed that while the overall County workforce is diverse with some variances to the 2018 Census Bureau population estimates, there continues to be a wide disparity in staffing by race and gender within functional areas and agencies at the County. We also found disparity when comparing the average salary of racial groups to that of the County average overall. This disparity exists in all three methods we used to evaluate salaries. Disparity in salaries for females exists in two out of our three methods of review. Separation by employees from the County is now just below the national average while in 2009 it was lower than average. Resignations have seen the largest growth in separation type since 2009 and involuntary separations are higher for Black or African American and Hispanic or Latino employees than the County average. We made eight recommendations we believe will help the County address the issues raised in this report.

2019

Froedtert Memorial Lutheran Hospital Lease Payment -- The amount paid to Milwaukee County under the terms of the 1995 sale of Doyne Hospital was $9,981,000 in 2019. Payments are to continue into 2020.

Unannounced Parks Cash Counts – The Department of Parks, Recreation & Culture has 115 cash register points of sale throughout 75 locations in the County, accounting for the bulk of its operating revenues. Unannounced cash counts were performed at four County parks (Dretzka, Grant, Hansen and Kosciuszko Parks). A comparison of the cash counts with recorded sales and authorized petty cash/startup/change cash funds was conducted at each site with minimal discrepancies noted. Cash handling procedures and discussions with staff indicated areas where internal controls could be improved. Five recommendations were made to establish stronger internal controls over the Parks sales.

Parks' Agreements Provide Enhanced Opportunities to Residents and Major Revenues are Received but more Attention to Details is Required – This report covered our review of Parks lease and concession agreements with private companies who provide revenue generating business activities. We did this by selecting six vendor agreements for a detailed review to draw conclusions on what is working well and what needs improvement. We found that executing these agreements allows Parks to provide services in the community and Parks receives the primary revenue from the contracts. Parks should pay additional attention to the details of agreements including: requesting and reviewing financial documents to confirm proper payments, documenting modifications to agreements that are entered into, and work with Risk Management to streamline the Certificate of Insurance process. We included a section that reviewed the agreement Parks has with Zilli Hospitality Group at Boerner Botanical Gardens. Additional attention to this agreement is required as we found issues with profit sharing revenue payments, along with a number of practices that did not have clarification in the contract. These practices included offering complimentary items and charging a coordination fee on room rentals. We made 15 recommendations that we believe will help Parks improve its lease and concession agreements and monitoring.

Fraud Hotline – 2018 Annual Report -- This annual report on fraud activity notes the Division received 91 allegations in 2018.

Milwaukee County Autopsies have Increased 7.8% Since 2013, Autopsies for Referral Counties Increased 111.7%. A Lack of Contracts for Most of the Referral Counties is a Concern – This report described our study of the autopsy workload at the Medical Examiner's Office and our efforts to assess the impact due to the growth of drug related deaths and the increase in work from referral counties. We found that while drug related deaths have increased since 2013, the number and type of drugs found in decedents has seen a more dramatic increase. Milwaukee County autopsies increased by 7.8% from 2013 while referral autopsies increased 111.7%. From 2013 to 2018 the Medical Examiner's pathologists averaged 264 autopsies per pathologist annually, which is in excess of industry recommended standards. In 2013 the Medical Examiner performed autopsies for six referral counties and in 2018 it performed autopsies for 14 referral counties. Contracts are in place with only two of the 14 counties. We made 7 recommendations that we believe will help Milwaukee County autopsy operations at the Medical Examiner's Office.

Hales Corners Park has Benefited from the Support of its Friends Group; however, a Formal Agreement with the Organization is Needed to Achieve Adherence to Chapter 13 of the Milwaukee County Ordinances – Our audit involved the study of the operations of the Friends of Hales Corners Park and Pool, Inc. and found there were various areas that should be reviewed by Parks management to improve the partnership with the Friends Group. Chapter 13 of the Milwaukee County Code of General Ordinances established guidelines for County departments that form partnerships with support groups, including friends groups and requires a written agreement with each friends group. At the time of this audit, there was not a written agreement between Parks and the Friends of Hales Corners Park and Pool, Inc. Executing this type of agreement helps to clarify roles and responsibilities of each party and address concerns related to proper storage and protocol for volunteer activities. Operations would also improve with the issuance of a volunteer handbook, which would include guidelines, especially for financial transactions of friends groups. The 10 recommendations contained in our report will help Milwaukee County improve its relationship with the Friends of Hales Corners Park and Pool, Inc., as well as other friends groups.

2018

Froedtert Memorial Lutheran Hospital Lease Payment -- The amount paid to Milwaukee County under the terms of the 1995 sale of Doyne Hospital was $9,526,000 in 2018. Payments are to continue into 2020.

The Domes should evaluate its current admission practices, increase its monitoring of contracts and establish stronger controls, policies and procedures in order to position itself for success in the future – This report describes our study of revenues and attendance data from the Domes and our finding that there are various areas that should be reviewed by Parks management to determine if revenues could be increased at the Domes. However, we found that the Domes is in need of a better system to segregate attendance data to provide management with the tools they need to make informed decisions, including to determine a benchmark for the ideal level of annual free admissions. We also found that Parks management needs increased oversight and contract monitoring for its agreements with both the Friends of the Domes, Inc. and Zilli Hospitality Group. In addition, the operations of the Domes would benefit from comprehensive written policies and procedures. We made 19 recommendations that we believe will help Milwaukee County improve operations and future revenue streams at the Domes.

Improved Staffing Levels from Armor, Assignment of a Contract Manager with Clinical Expertise along with Contract Revisions Would Improve Inmate Medical Services – This audit report describes our review of inmate medical services provided at both the jail and House of Corrections under contract with a vendor. Our report further describes how during a 22 month review, the County's vendor, Armor, never achieved the minimum overall staffing level of 95% to avoid withholds from its payments from Milwaukee County. Staffing levels in five areas including key positions of Registered Nurse and Psychiatric staffing were lower than the overall average. We also found that the contract contained, at times, unclear language and could be strengthened to require additional requirements of Armor such as requiring a staffing plan, deployment information by facility, and additional information submitted with invoices. In addition, we found that having a contract manager with clinical expertise would improve areas of medical service provision including: invoice review, peer review, accreditation and various staffing issues. We made 18 recommendations that we believe will help Milwaukee County improve its medical service provision to inmates housed at its facilities.

Fraud Hotline – 2017 Annual Report – This annual report on fraud activity notes the Division received 115 allegations in 2017.

2017

Memorandum on the Implementation of the Milwaukee County Government Minimum Wage Ordinance (MWO) File No. 18-50 – This memo analyzed the implementation and issues surrounding the County ordinance that established a minimum wage for both internal employees and employees of contractors with Milwaukee County. The memo identified a number of issues and areas for improvement to the ordinance, which took effect in June of 2014. The memo recommended that the Division reconvene the Minimum Wage Ordinance Workgroup to compile a report back in six months with recommended changes to enhance compliance with and implementation of the ordinance.

Froedtert Memorial Lutheran Hospital Lease Payment –The amount paid to Milwaukee County under the terms of the 1995 sale of Doyne Hospital was $9,314,000 in 2017. Payments are to continue until 2020.

Juvenile Detention Center Weathered its 2016 Overcrowding and Understaffing Emergency, but Underlying Risks Remain – This audit report describes how overall the Department of Health and Human Services (DHHS) responded well in identifying issues and quickly implementing solutions to lower its census and increase staffing at the Juvenile Detention Center (JDC), once alerted to the dual emergency in 2016. However, we found some long-term systematic issues that need to be corrected so that these issues do not re-emerge in the future. For example, Milwaukee County's post-dispositional alternative to State corrections was expanded in the detention center and is currently housed in both of the detention pods traditionally used to accommodate periods of overcrowding. On the staffing end, long-standing issues with understaffing and staff use of Family Medical Leave Act time off continue to be problematic. In cases of understaffing, the JDC has resorted to the use of overtime, which greatly exceeded budgeted allocations in each year of our review. We made 18 recommendations that we believe will help the JDC achieve long-term solutions.

Improvements Needed to Strengthen Milwaukee County Transit System's (MCTS) Commitment to Workforce Diversity – This audit report describes MCTS's longstanding policy and commitment to diversity, fairness, and equal employment opportunities in the hiring practices as outlined in their Equal Employment Opportunity Program Affirmative Action Plan (EEOP/AA Plan). During our review, we identified challenges affecting MCTS's process to implement its plans and offered recommendations to strengthen their efforts. Specifically, utilization data indicates that Milwaukee Transport Services, Inc. (MTS) could improve workforce diversity in several key job categories, including: officials and administrators (females), professionals (females), technicians (females and minorities), administrative support workers (females and minorities), and craft workers (females and minorities). Further, we found that MTS's commitment to diversity needs to be clarified in hiring, promotion and separation procedures; accountability for review of complaints could be enhanced; and efforts are needed to ensure MTS pays equal salaries to minorities and females in similar positions. One of the report's key recommendations was to adhere to Federal Transit Administration requirements as it relates to the hiring of an executive-level Equal Employment Opportunity (EEO) who reports directly to the Managing Director and is free from any conflicts of positions or interest.

Behavioral Health Division Analysis of Incidents, January 2010-June 2016, Prepared by Jeanette May, Ph.D., MPH, Patina Solutions – This analysis of Behavioral Health Division incidents was prepared by a consultant hired by BHD in consultation with our office. The review sought to replicate and update the incident trends included in our 2010 audit on patient and staff safety. We had initially planned to conduct the update, but our access to records was limited by concerns about the need for confidentiality in BHD's quality assurance peer review process.

External Quality Review of the Office of the Comptroller's Audit Services Division – A required external quality review of the Office of the Comptroller's Audit Services Division for the period of July 1, 2013 through June 30, 2016, was conducted under the direction of the Association of Local Government Auditors (ALGA). Internal quality control systems were reviewed and tests were conducted in order to determine if Audit Services' internal quality control systems operated to provide reasonable assurance of compliance with Government Auditing Standards. The review team gave the Audit Services Division a 'Clean' opinion. The team made one observation to enhance our adherence to Government Auditing Standards. We agree with this observation and have implemented the corresponding suggestions. The reviewers also stated that the office's leadership and management possess a high level of technical skill and experience, the office demonstrates a strong commitment to adding value to all stakeholders and is a trusted and valued resource to County government.

Fraud Hotline – 2016 Annual Report – This annual report on fraud activity notes the Division received 124 allegations in 2015. The direct savings attributed to the year's fraud activities were $3,676.

2016

Cybersecurity Audit: Controls over Physical Access to County Data Centers – This audit sought to determine whether proper controls are in place to prevent, detect, and mitigate unauthorized access to the County's data centers. As with an earlier review completed by Experis, the observations, findings, and recommendations resulting from our review contain sensitive information and are disclosed in a separate, confidential report.

Voter Registration Program Must Overcome Obstacles – This audit report evaluated compliance with the County's Voter Registration Program (VRP), which was created at the end of 2014 with the intent to allow County residents to register to vote at locations where they apply for, renew, or update information for the receipt of social services from Milwaukee County. The VRP is governed by Chapter 112 of the Milwaukee County Code of General Ordinances. Our report describes how ultimately only 33 people were registered in the VRP's first election cycle. Our audit identified reasons why the program was not as successful as policymakers had envisioned. The largest barrier to success for the program was the shifting landscape of elections law in Wisconsin. Changes to State law were adopted during the course of our audit, which required that the VRP is significantly altered going forward. We closed our report by offering suggestions for how the County can continue to provide voter registration support to its residents in the face of these changes.

Cybersecurity Memo – This memo provides an overview of the Cybersecurity audit performed by Experis Finance, Risk Advisory Services ("Experis") under contract with our office. The audit's objectives were to review threats and risks to data, applications, networks and operating platforms and to evaluate security plans and policies for addressing identified threats, vulnerabilities and risks. Due to the sensitive nature of the audit, details of the observations, findings, and recommendations which resulted from Experis' work were disclosed in a separate, confidential report.

Fraud Hotline – 2015 Annual Report – This annual report on fraud activity notes the Division received 78 allegations in 2015. The direct savings attributed to the year's fraud activities were $4,231.

Supportive Home Care Employment Services Expenditures' Accountability Could Be Enhanced – This audit report examined how the supportive home care employment services agencies, operating under contract with the Department of Family Care (DFC), used the funding they were provided by DFC. Workers employed by these agencies perform various duties for Family Care members in members homes, which generally fall under the categories of homemaking, attendant, and companion services. DFC pays the agencies a pass through for workers' wages and associated payroll costs as well as an administrative fee. We found that Allowable Cost policies, common in government-funded programs, do not apply to the Family Care program so there are very few restrictions placed on how the agencies spent their administrative fee funding. At the time of our audit, DFC did not require contracted agencies to provide audited financial statements; we recommended that they require contracted vendors to provide those going forward to instill increased confidence and reliability in how DFC funding was spent.

2015

Froedtert Memorial Lutheran Hospital Lease Payment –The amount paid to Milwaukee County under the terms of the 1995 sale of Doyne Hospital was $8,500.00. Payments are to continue until 2020.

Status Report on Implementation of Milwaukee County Government Minimum Wage Ordinance (MWO) (File No. 13-955) – In March 2014 the adoption of the Minimum Wage Ordinance (MWO) established that effective June 1, 2014 a new minimum wage of $11.47 and $11.66 for 2014 and 2015, respectively was to be paid to employees of vendors working under certain types of contracts with Milwaukee County. Contracts entered into prior to that date were not subject to the MWO until the existing contract period has ended. One contract, ended January 13, 2013, should have been subject to the MWO, but had effectively circumvented this requirement through a series of 22 one-month contract extensions. As a result, 63 contractor employees working on the County contract were effectively denied the benefits of the higher minimum wage for the period June 2014 through August 2015. The total cost for bringing the contract into compliance with the MWO for the 15-month period was $238,782. Corporation Counsel,

Audit and DAS developed a plan that ensured each employee received the back pay covering their work on the County contract. For 2016, DAS's budget request includes the cost of the MWO.

Continuous Effort Needed to Make O'Donnell Park the Lakefront Destination it was Envisioned to Be – In 2015, we audited operations at O'Donnell Park, a lakefront parking structure and park, owned and operated by Milwaukee County. Prior to our report, a proposal to sell O'Donnell Park to Northwestern Mutual Life Insurance failed passage at the County Board. O'Donnell Park was also the scene of a catastrophic accident in 2010, where a 3-ton piece of cosmetic concrete fell onto three citizens, killing one and injuring two. We found the physical state of the garage to be much improved since the 2010 accident, but with lingering areas of concern. Facility maintenance was lagging, in part due to the lack of formal maintenance and capital repair planning. Parking operations were inefficient and in need of technology upgrades to maximize revenue, and greater attention needed to be paid to revenue threshold provisions in the site's leases. Despite the site's challenges, we observed that both the park and garage were being used, but could be enhanced with better care.

Baker Tilly Report on Risk Management – This report was prepared by Baker Tilly Virchow Krause, LLP, under a contract with the Comptroller's Audit Services Division to evaluate the maturity of the County's current enterprise risk management programs across multiple departments and identify opportunities for improvement. The review was conducted in response to questions raised over several years by both Executive and Legislative officials. Eight core objectives were evaluated using a performance scale to identify areas of notable strengths and areas for improvement. The review concluded that Milwaukee County is in the initial phase of building an effective risk management program. Some Departments and Divisions are further along than others. Differences are likely rooted in decisions that have been made about resources and priorities.

Boerner Botanical Gardens Must Address Numerous Needs to Achieve its Mission – This audit looked into operations at Boerner Botanical Gardens (BBG), the oldest nationally recognized public garden in the Great Lakes region. Milwaukee County operates the park in partnership with the Friends of Boerner Botanical Gardens and the University of Wisconsin—Extension. We found a need to update BBG's Master Plan, Collections Policy and Memorandum of Understanding with the Friends of BBG to ensure the County's vision for the gardens is implemented and to clarify responsibilities between the parties supporting BBG operations. We concluded that changes to operations and investment of additional resources were needed for BBG to fulfill its potential.

Fraud Hotline – 2014 Annual Report – This annual report on fraud activity notes the Division received 63 allegations in 2014. The direct savings attributed to the year's fraud activities were $13,363.

2014

Unannounced Cash Counts at Selected Parks' Locations – The Department of Parks, Recreation & Culture has 61 cash register points of sale throughout the County, accounting for the bulk of its operating revenues. Unannounced cash counts were performed at four County parks (Currie, Greenfield, Hansen and Whitnall Parks) having both golf and food and concessions revenues. A comparison of the cash counts with recorded sales and authorized petty cash/startup/change cash funds was conducted at each site with minimal discrepancies noted. Cash handling procedures and discussions with staff indicated areas where internal controls could be improved. A violation in Park procedures was noted at Greenfield Park as four prior days revenues were still on hand at in the safe. At In most instances cameras were not positioned to record cash register transactions. Also, staff were allowed to open the cash register drawer with a key or to hit the "No Sale" button, allowing deposits and/or withdrawals to go unrecorded. Six recommendations were made to establish stronger internal controls over the Parks sales.

Aftermath of Courthouse Fire Illustrates Need for Improved Insurance Claims Management and Business Continuity – This audit followed a comprehensive review of events surrounding the July 6, 2013 electrical fire at the Milwaukee County Courthouse. We found that Milwaukee County was not immediately prepared to resume operations following the fire, which closed the Courthouse and displaced around 1,200 employees. The event served as a catalyst for the County to prepare a more comprehensive continuity of operations plan to be used for future emergencies. The report also presents our assessment of the $19.1 million insurance claim and the procedures used by the County to manage the restoration cost. We found gaping holes surrounding management of contractors brought in for restoration of property following an

emergency. The individual who had long managed these claims for the County was arrested and charged with misconduct during the course of our audit.

Milwaukee County Can Benefit from a Contemporary, Comprehensive Workforce Diversity Policy – The audit began with a focus on workforce diversity at General Mitchell International Airport, but many of our findings and recommendations are Countywide in scope. The report provides data showing the County's overall workforce is more diverse than its Relevant Labor Market, a key benchmark for establishing and measuring progress towards achievement of affirmative action goals, while General Mitchell International Airport's workforce is less diverse. The data also shows there is wide variation in workforce diversity among fulltime staff in major County departments.

The Office of the Sheriff Does a Good Job of Safeguarding Inmate Property; Controls for Disposal of Unclaimed Property Should be Strengthened – At the County Board's request, we performed an audit of the inmate property room operated by the Office of the Sheriff at the Milwaukee County Correctional Facility – Central (County Jail), including a review of staffing needs and performance. To accomplish this we reviewed internal controls and related policies and procedures over this 24-hour, seven-days-a-week operation. The audit covered the period January 1, 2012 – April 15, 2014, and included comparisons with four other Wisconsin county inmate property operations. Available data suggested that Milwaukee County's inmate property room function is staffed as, or more, efficiently than other Wisconsin counties surveyed. Also, based on the limited number of claims in relation to the volume of bookings, the Office of the Sheriff is doing a good job safeguarding inmate property. The report noted the need to improve controls over how unclaimed property is disposed, including adhering to state statutes concerning the length of time unclaimed property is to be kept before sale or disposal.

Implementation of Milwaukee County Government Minimum Wage Ordinance (File No. 13-955) – On March 20, 2014, the County Board adopted Chapter 111 of the Milwaukee County Ordinances enacting a minimum wage ordinance (MWO) for select service, concession, lease and financial assistance agreements publicly funded by Milwaukee County. The legislation directed the Audit Services Division to convene a work group consisting of representatives from Corporation Counsel, Comptroller's Office, Parks, Zoo, DAS-Procurement, Family Care and the Office of Community Business Development Partners to address implementation of the new MWO. This report was the culmination of the work group's efforts to development language for RFP's, bids, concessions and lease agreements; define processes for field and desk audits ensuring compliance with this section; ensure that each department/division head or his/her designee complies with payroll monitoring processes imposed on agreements; define penalties and sanctions for noncompliance, subject to county board approval; examine the impact on airport concessionaires, real estate development contracts, and human service providers a year after implementation of this ordinance; and publish and disseminate all procedures within 60 days of the passage and publication of the MWO.

External Quality Review of the Office of the Comptroller's Audit Services Division – A required external quality review of the Office of the Comptroller's Audit Services Division for the period of July 1, 2010 through June 30, 2013, was conducted under the direction of the Association of Local Government Auditors (ALGA). Internal quality control systems were reviewed and tests were conducted in order to determine if Audit Services' internal quality control systems operated to provide reasonable assurance of compliance with Government Auditing Standards. The review team gave the Audit Services Division a 'Clean' opinion and stated that the office's leadership and management possess a high level of technical skill and experience, the office demonstrates a strong commitment to adding value to all stakeholders and is a trusted and valued resource to County government. The review also stated the organization's approach to providing audit services balances cost with benefits while also delivering a quality work product that is compliant with professional standards. The review team provided suggestions and recommendations to enhance Audit Services adherence to Government Auditing Standards, including: clarify some of the Division's Policies and Procedures, identify and outline parameters for determining how work is classified, and perform an annual monitoring process in order to identify issues that need improvement.

Fraud Hotline – 2013 Annual Report – This annual report on fraud activity notes the Division received 42 allegations in 2013. The direct savings attributed to the year's fraud activities were $49,433.

2013

Milwaukee County Transit Plus On-Time Performance and Customer Satisfaction Generally are Good But Better Oversight of Vendor Complaint Resolution Efforts is Needed – A customer satisfaction survey conducted by the Audit Services Division generally reflected a high level of satisfaction with Transit Plus paratransit van services. The report also describes how continuous monitoring and a revised administrative fee structure have effectively eliminated detectable levels of fraudulent overcharges for paratransit taxicab services, but has increased administrative costs to the program.

Electronic Monitoring can Achieve Substantive Savings for Milwaukee County, but Only if Pursued on a Large Scale with Satisfactory Compliance Rates – In this report, we describe Milwaukee County's full array of programming devoted to pretrial jail diversion and alternatives to incarceration. Based on a detailed cost analysis we conducted of the County's electronic monitoring (EM)/home detention experiences, we determined that an average of at least 60 House of Correction (HOC) inmates must be placed on electronic monitoring/home detention in lieu of incarceration for the County to achieve substantive savings. We estimated the County could achieve savings ranging from approximately $425,000 annually with an EM of 60 to $2.6 million annually with an EM enrollment of 300. The figures assume a satisfactory compliance rate that involves minimal law enforcement resources to maintain compliance with EM program requirements.

Review of Wauwatosa School District's Reimbursement of Operating Costs Associated with Milwaukee County Department of Health and Human Services (DHHS) Schools for the 2011-12 School Year – An automatically renewed contractual teaching agreement between the Wauwatosa School District (School District) and Milwaukee County has existed since 1996. The School District remits to the County funds which represent a rental payment for use of DHHS school facilities and the County agrees to reimburse the School District for any program costs not reimbursed by the State Department of Public Instruction (DPI). Audit Services reviews the reimbursements received from DPI and reports on the settlement between the School District and Milwaukee County. This year's review concluded that the County invoiced the School District for rent totaling $598,800 and that DPI reimbursed the School District for all costs associated with school operations for the 2011-12 school year. The report noted the County provided notice to the School District that effective with the 2009-2010 school year it was cancelling the contract in an effort to negotiate a new agreement that would achieve language changes recommended by Audit Services from previous years; however, a new contract has not been executed. Over the last several years the School District has taken over a number of functions described in the contract and as a result Audit Service reviews are no longer needed.

Residency of Contractor Employees Working on County Construction Contracts (File No. 10-135) Inter-Office Communication – As part of an ongoing monitoring effort directed by a Resolution (File No. 10-135) this Inter–Office Communication details the review of the effectiveness of procedures implemented by the Architectural, Engineering & Environmental Services, a unit under the Department of Administrative Services' Facilities Management Division, regarding the gross wages paid to County workers on projects that met the 50% residency goal over the 19 month period of June 1, 2011 through December 31, 2012. The review determined that the overall percentage of gross wages paid to County residents for 37 projects where a residency goal had been established was 47.1% of $919,543 in reported gross wages. $882,023 was paid under nine other projects where it is unclear if a residency goal had been established. For these nine contracts, only 19.8% of total gross wages were paid to County residents. Assuming the standard 50% residency goal should have been applied, the overall gross wages paid to County residents for all 46 projects is 33.7%. On a project basis, goals were met in 16 of the 37 projects (43.2%). Three of the nine projects (33%) missing a documented residency goal had met or were meeting an assumed 50% residency goal. The review resulted in five recommendations to project management staff and a conclusion that project management staff need to place more emphasis on following established procedures related to contractor residency in order to realize residency goals.

An Audit of Emergency Contract Extensions for Paratransit Services Negotiated by Milwaukee Transport Services, Inc. for a 3-Year Period Effective November 1, 2012 – Five key factors contributed to MTS management abandoning its competitive proposal process for paratransit van service in 2012 and instead negotiating emergency contact extensions with its existing vendors. The report concludes that there is a need for improved clarity in the lines of accountability for management of the Milwaukee County Transit System.

An estimate of the $7.9 million cost of the emergency contract extensions is provided. The report also identifies a limited number of options that could be considered for terminating the emergency contract

extensions and includes a recommendation for MCDOT and the Office of Corporation Counsel to explore those and any other possibilities for recovering some of the negative fiscal implications of the emergency contract extensions without disrupting paratransit van services.

Key Concepts for Evaluating Options for Delivery of Services Provided by the Milwaukee County Office of the Sheriff – The Sheriff performs a wide range of activities and functions to keep and preserve the peace in Milwaukee County. The objectives of this audit, conducted in response to a County Board budget directive, were to identify the mandated services provided by the Office of the Sheriff, focusing on efficiency and service levels, and to examine issues relevant to evaluating proposals regarding the optimal delivery of discretionary services provided by the Office of the Sheriff. A review of State Statutes provided little insight in determining which of the Sheriff's services were mandatory versus discretionary. Also, where services were mandated, statutes did not prescribe the level of service to be provided. We noted many commonalities in functions performed by the Milwaukee County Sheriff and sheriffs for the five next most populous Wisconsin counties. We also noted common functional areas performed by the Sheriff as well as other municipal police departments within Milwaukee County, indicating the potential for collaboration or consolidation of services that could reduce the overall cost of performing that function. Further, a review of selected functions indicated the Milwaukee County Sheriff has maintained a consistent level of efficiency of operations under his control while staff resources have consistently declined during the past decade. Improved working relationships between the Milwaukee County public officials and the Milwaukee County Sheriff is critical to identify and implement optimal service delivery options for the functions prior to the consideration of any policy initiative to downsize, eliminate or transfer services that are currently provided by the Milwaukee County Sheriff's office.

Fraud Hotline – 2012 Annual Report – This annual report on fraud activity notes the Division received 53 allegations in 2012. The direct savings attributed to the year's fraud activities totaled $74,106.

Workforce Development Contract with Wisconsin Regional Training Partnership/Building Industry Group Skilled Trades Employment Program (WRTP/BIGSTEP) – This memo summarizes the Audit Services Division's actions following a December 2013 Economic & Community Development Committee discussion of the accountability provisions in the County contract with WRTP/BIGSTEP. Division personnel met with the contractor and its independent external auditor to review the plan for complying with the contract's fiscal and program reporting provisions. The first quarterly report was delayed but the Division expected the remaining quarterly reports to be issued on time.

2012

Improved Recordkeeping Practices are Needed to Ensure Accountability Over Inmate Trust Funds An audit of the internal records of Milwaukee County Office of the Sheriff's administration of inmate trust account funds was completed due to a repeated recommendation by the County's external audit firm, Baker Tilly Virchow Krause, LLP. We offered 10 recommendations regarding the maintenance of proper accounting, budgetary management and internal controls associated with the inmate trust account. The County's external audit firm commented that for each of the years 2007-2010 activity associated with inmate trust accounts was not regularly posted or reconciled to the County's Advantage accounting system. Review of the internal records for inmate trust accounts could not be reconciled to bank account balances and were un-auditable. Bank records reflected that monies totaling more than $1.8 million were deposited in the Huber bank account but the internal accounting records did not reflect those deposits. A high level reconciliation found that the bank balance was approximately $420,000 more than what the records in the system indicated it should be. We also noted that the Sheriff's Office is not in compliance with Wisconsin State Statute s. 59.66 governing the administration of unclaimed funds. The unclaimed inmate trust balances under $25 were retained in the general operations fund, rather than reported to the County Treasurer.

Milwaukee County Office of the Sheriff's Federal Asset Forfeiture Fund Expenditures Comply with Program Criteria but Improvement Needed in Reporting Accuracy, Compliance with County Procurement Procedures – The Department of Justice administers the Asset Forfeiture program, which distributes money recovered during arrests and prosecutions to cooperating state and local law enforcement agencies. DOJ has established guidelines and requirements to which state and local law enforcement agencies must adhere as a condition of receiving these funds. Our audit reviewed $826,577 in Federal forfeiture funds expenditures made by the Office of the Sheriff over the period Jan. 2008 through May 2012. Expenditures were categorized into seven permissible categories: Equipment (54.5% of the

total); Training (17.5%); Community-based Programs (13.9%); Travel Costs (9.4%); Facilities (3.7%); Awards & Memorials (0.9%), and Other (0.1%). Examples of each category were cited in the report. We did not identify any expenditures within the review period that were considered impermissible under the program criteria. However, the report noted that County procurement procedures were not followed when using forfeiture funds to make purchases, contrary to federal program requirements.

Review of Issues Related to Expenditures for BHD 2011 Contracted Pharmacy Services Exceeding Contract Authorization by $650,000 – In January 2012, the Department of Health & Human Services (DHHS) asked the Audit Services Division to assist in reviewing the circumstances of an expected $650,000 in expenditures above the authorized amount for contracted pharmacy services. The DHHS Behavioral Health Division (BHD) contracted with Roeschen's Omnicare Pharmacy to provide pharmacy services for its various programs. Contributing factors included unrealistic budget assumptions, lack of timely authorization to a third party payor for high-cost medications and contract oversight. The review identified twelve recommendations for BHD management. BHD management provided comments and responses to the recommendations.

Wauwatosa School District Reimbursement – This is an annual review of the School District's expenses related to providing teaching services at County schools on the County Grounds. For the 2010-2011 school year, we verified a $608,833 rental payment was due to the County from the District. (Original audit report noted that the County had not been charging rent even though the State reimbursed facility rental costs.) This report also notes that the Wauwatosa School District intends to pass through a State funding shortfall of $40,841 by deducting that amount from the County payment. The issue of the County's vulnerability to State funding shortages due to the existing contract language between the school district and the County has been raised in several previous audit reports.

Review and Recommendations Related to the Proposed Resolution/Ordinance Creating the Office of the Comptroller – This memo, authored jointly by the Director of Audits and the County Board Fiscal & Budget Analyst, summarizes requirements of recently enacted State law creating an independently elected Comptroller position for Milwaukee County effective April 1, 2012. It provides recommendations for transferring existing positions within County government, including the Department of Audit, into the Office of the Comptroller, as well as the creation of additional positions for the office. The report was prepared with input from the newly-elected Comptroller.

Review of Issues Regarding Our Space Contracts for Peer Support Services – In December 2011, the Department of Audit was asked by the Director of the Department of Health and Human Services and the Behavioral Health Division Administrator to assist in reviewing concerns expressed by seven individuals associated with various mental health advocacy efforts. The concerns were in regard to a County contract with Our Space and alleged incidents involving employment practices and working conditions for peer specialists as well as consumer safety. The letter asked a delay in renewing of this contract pending an independent investigation. One incident involved the hiring of a peer specialist with a known criminal background involving child pornography. The report lays out nine separate concerns, Our Space management's response to each concerns, and the Department of Audit's independent analysis of each area dispute. The report contains 11 recommendations for improvements, four addressed to Our Space and seven addressed to the Department of Health and Human Services for improved contract oversight.

Controls Over Milwaukee County Parks' Point-of-Sale Revenues are Sound but Timeliness of Reporting and Other Improvements are Possible – The audit focuses on cash receipts applications at the Department of Parks, Recreation and Culture (Parks) that interface with the County's comprehensive financial accounting system (Advantage) to facilitate the recording (posting) of revenue transactions from multiple Parks revenue reporting sites. In 2010, the Parks Department generated total revenues of $16.6 million. Of that total,$7.7 million, or 46%, was transacted and processed through Parks' POS system. During the peak summer season of 2010, Parks revenue reporting to the Advantage system was delayed for as long as 60 to 90 days from the time the revenues were collected. Thus, we estimate an average of at least $1.6 million in POS revenues was not reflected in the Advantage system during the peak summer months of that year. Automating POS revenue transactions to post directly to Advantage will improve the timeliness of information in the County's financial reporting system. Additionally, during the audit we identified issues of concern related to the security of Milwaukee County's computer control centers. Due to the sensitive nature of those issues, and in accordance with Government Auditing Standards, we have communicated our findings in a separate report, with distribution limited to those parties responsible for taking corrective action.

Fraud Hotline – 2011 Annual Report – This annual report on Audit Hotline activities notes that the Department of Audit received 67 contacts alleging fraud, waste or abuse for 2011. Direct savings to taxpayers of Milwaukee County and other jurisdictions attributed to the Hotline and audit activity related to fraud, waste and abuse for the year totaled $245,765.

Excessive Manual Review and Intervention is Required to Ensure Pension Benefit Calculations from Milwaukee County ERS' Automated V-3 System are Accurate – This audit report notes that the ERS began the process of purchasing and installing a fully automated pension processing system (the Vitech V-3 Pension System) in 2006, with an ERS estimated total project cost of approximately $12 million. In 2009, the V-3 system became operational. The V-3 system was intended to provide faster, more accurate pension estimates and retirement processing, complete integration of pension and post-employment benefits, and enhanced customer service. The audit concludes that while base monthly pension benefit calculations are generally accurate, the automated V-3 system cannot currently be relied upon to generate accurate pension calculations and disbursements without extensive manual review and intervention.

2011

Informational Report on the Impact of Employee Furloughs on Milwaukee County Operations in 2010 – The report summarizes net savings attributable to employee furloughs in 2010 and provides examples of operational impacts of the furloughs as reported by select departments surveyed by the Department of Audit.

2011 Milwaukee County Compensation Study – In its 2011 adopted operating budget, the Department of Audit was directed to conduct an evaluation of total employee compensation. The directive indicated that the purpose of the review is to identify the total compensation of County employees and to compare the compensation with other public and private sector employers in the community with, particular attention to the County's ability to retract and retain the workforce needed to provide key services. The evaluation was directed to be conducted with the services of an independent consultant and with the input of the County's Employee Benefits Workgroup. The report compares compensation of the County, City of Milwaukee, State of Wisconsin and an average of private employers in the Milwaukee labor market for comparable positions. The report notes that the County is second highest (to the State) in total compensation for higher paid positions and lowest in terms of total compensation for lower paid positions. From a salary perspective, when looking at the lower pay category, the County generally offers lower salary ranges than the other entities. When looking at the higher pay category, the County often has the most generous entry salaries (range minimums), but the salary range maximums tend to be average or slightly below. The report also contains a comparison of current employee benefit levels for the same entities.

New Strategies are Needed to Revitalize the War Memorial Center and Fulfill its Dual Mission to Honor Veterans and Promote the Arts – The audit report provides background information to help provide an understanding of how the War Memorial Center was conceived, created and has evolved since 1945. Despite a mix of private and public funding for the War Memorial Center that includes substantial financial support from the County, there is an estimated $5.3 million of known problems needing repair, replacement or upgrade. Problems with the physical condition of the facility threaten the safekeeping of the Milwaukee Art Museum collection and reflect poorly on the community's level of commitment to fulfill its intent to honor American veterans who have fallen in service to their country. Remedies will require a significant investment of public and/or private funds. This ongoing problem is representative of a much larger issue that exists on a Countywide basis, one that has been the subject of a number of prior audit reports. The County's inability to adequately fund the repair and maintenance needs of its aging infrastructure. The report provides recommendations to address specific operational issues and offers new strategies to revitalize the War Memorial Center and fulfill its dual mission to honor veterans and promote the arts.

Residency of Contractor Employees Working on County Construction Contracts – This report concludes that Milwaukee County has had limited success in achieving a goal of paying 50% of gross wages for County construction projects to County residents. It notes that a large portion of publicly funded construction projects awarded by the County are exempt from the requirement, in accordance with a Corporation Counsel opinion, "… the County may not apply a geographical preference to projects funded directly by the federal government or by the State when it merely 'passes through' federal funds for local

projects." /The report notes that further work is needed to address two key issues: 1) the applicability of the initiative to Federal and State funded projects and 2) application of appropriate incentives and disincentives for compliance by contractors.

Review of Issues Related to Accounting for Funds Provided by the U.S. Department of Housing and Urban Development – The review summarizes a history of problems associated with the County's financial management of federally-funded housing programs. It notes that current issues, resulting in nine findings contained in the monitoring letter issued to the County by HUD in September 2009 generally pertained to a breakdown in the County's timely and accurate reporting of required financial information to HUD. The review identifies root causes of frequent turnover and extended vacancies in management positions, as well as insufficient staff resources devoted to administering the federal programs. Recommendations are included to address the root causes.

Fraud Hotline – 2010 Annual Report – This annual report on Audit Hotline activities notes that the Department of Audit received 62 contacts alleging fraud, waste or abuse for 2010. Direct savings to taxpayers of Milwaukee County and other jurisdictions attributed to the Hotline and audit activity related to fraud, waste and abuse for the year totaled $144,675.

2010

Milwaukee County Needs to Commit to a Preventive Repair & Maintenance Program to Ensure Public Safety – The report notes that a consistently applied, coordinated approach for periodic building safety inspections is needed to address public safety concerns. Despite having hundreds of buildings used by County employees and the general public, Milwaukee County does not have formal policies or procedures establishing general baseline requirements for the seven property management (PM) units responsible for repairing and maintaining County facilities. Consequently, the different PM units use their own, informal approaches for assessing the condition of buildings in their charge. Absent the structure and consistency that formal, uniform policies could provide, we found little to no emphasis on building assessments. Further, we noted varying degrees of emphasis on building safety inspections by the different PM units. The report also identified a need to establish and commit to a comprehensive property management system. Lacking an effective, comprehensive plan for property management, the County's expenditures for infrastructure Repair & Maintenance is difficult to readily quantify, much less evaluate for effectiveness.

System Changes are Needed to Help Ensure Patient and Staff Safety at the Milwaukee County Behavioral Health Division – In February 2010, the federal Centers for Medicare and Medicaid Services cited the Milwaukee County Mental Health Complex for regulatory violations related to a failure to protect a female psychiatric inpatient from sexual contact with another patient. Our review of BHD's adherence to corrective action plans submitted to regulators indicate substantial compliance with the plans, but the need for continued diligence on the part of the BHD administration to monitor and measure staff compliance. In addition, we believe legislative oversight of BHD's progress in attaining and sustaining compliance is an important aspect of holding administrators accountable for results. The audit also concludes that BHD's current model for inpatient mental health services is not suited for particularly aggressive patients. The report details three examples of a small number of patients whose particularly aggressive behavior makes placement in the community difficult, whose treatment in the Adult Acute Inpatient units can be disruptive to the therapeutic environment for other patients, and whose behavior can pose a threat to their own safety as well as that of other patients and staff at the facility. Such patients can be caught up in a vicious cycle of aggression, arrest, court-ordered evaluation/placement at a state institution, and a 'not competent' court finding that ultimately returns the patient to BHD.

Strategic Property Management – A presentation of concepts, past recommendations and present progress in the County's ongoing efforts to establish and maintain sound strategic property management practices.

Better Management Oversight Needed for County Administered Federal Rent Assistance Program – This is an audit of the Federal Section 8 Housing Choice Voucher (Rent Assistance) program, administered by the Housing Division of the Milwaukee County Department of Health and Human Services. The report identifies the need for improved management oversight and additional program resources to reduce errors and omissions in the calculation of rent subsidies paid on behalf of program participants.

The high error rate (22.7%) of the cases in our statistically valid random sample resulted in projected annualized program overpayments of $328,000 in the $11.9 million program. The report also recognizes future program savings achieved by management while noting the opportunity for enhanced program integrity efforts. The report also notes that within Milwaukee County, three municipalities have established separate, and partially overlapping, locally-administered Federal Section 8 Housing Choice Voucher Programs. Milwaukee County, the City of Milwaukee, and the City of West Allis all run the same federal program within their respective boundaries. We question the need for this duplication of administrative effort.

Residency of Contractor Employees Working on County Construction Contracts – This report describes a spot-check review of the residency of construction workers charged to County construction contracts in July 2009. As in previous years, we selected a sample month for review due to the labor-intensive nature of this type of analysis. The results for July 2009 showed 33% of nearly $1 million in gross wages were paid to County residents. This percentage is similar to the results of previous years' analyses, where the percentage of gross wages paid to County residents ranged from 32% to 40%, with the results trending lower. The goal is 50%, established by the County Board in Resolution 95-573.

Fraud Hotline – 2009 Annual Report – This annual report on Audit Hotline activities notes that the Department of Audit received 73 contacts alleging fraud, waste or abuse for 2009. Direct savings to taxpayers of Milwaukee County and other jurisdictions attributed to the Hotline and audit activity related to fraud, waste and abuse for the year totaled $75,840.

Attachment B

MILWAUKEE COUNTY
Office of the Comptroller—Audit Services Division

Audit Services Division Mission Statement: *Through independent, objective and timely analysis of information, the Audit Services Division of the Milwaukee County Office of the Comptroller assists both policy makers and program managers in providing high-quality services in a manner that is honest, efficient, effective and accountable to the citizens of Milwaukee County.*

I. DIVISION FUNCTIONS

Pursuant to Sections 59.255(2)(i) and 59.47 of the Wisconsin Statutes , the Office of the Comptroller is responsible for all audit functions related to county government, including, but not limited to, the following functions performed by the Audit Services Division:

1. Examining the records and procedures of County offices and departments to reach a conclusion as to economy and efficiency, program effectiveness, and compliance with regulatory authority.

2. Monitoring the propriety of departmental recordkeeping throughout the County relating to cash receipts and disbursements, cost accounting procedures, assets held in trust, and supplies and equipment inventories.

3. Determining the adequacy of internal controls, i.e., the extent to which the duties of certain employees serve as a check upon work done by other employees wherever cash and other assets are involved.

4. Auditing, when warranted, entities receiving County funds or providing services to the County.

5. Contracting for the annual audit of the financial statements of Milwaukee County and the County's Employee Retirement System, and the Single Audit of Federal and State grants required by Federal Regulations and State Single Audit Guidelines.

Pursuant to Section 15.15 of Milwaukee County Ordinances, the Office of the Comptroller is responsible for reconciliation of the County's bank accounts.

II. SECTION FUNCTIONS

A. Administration/Support

1. Directs programs, assigns projects and coordinates Division activities. Participates directly in complex audit analyses.

2. Submits completed audits and management letters regarding internal control to the County Board for referral to the Committee on Finance and Audit.

3. Provides technical assistance to the Committee on Finance and Audit and to other County Board standing committees when necessary.

4. Directs reviews of outside entities receiving County funds for adequacy of their performance.

5. Directs such other investigations as may be requested by the County Board, or by other departments of the County.

B. Audit Compliance

Audit Follow-Up and Resolution

1. Monitors implementation of audit recommendations by departments including field checks to verify implementation.

2. Provides continuous monitoring of the annual County-wide audit project by external auditors.

   (1) Prepares necessary material for requesting proposals to perform audits.

   (2) Assists in the evaluation of proposals and selection process of the successful bidder.

3. Supervises Contract Compliance and Bank Reconciliation sections.

4. Prepares Division annual budget submission and monitors use of Division resources against budgeted allotments.

5. Supervises internal quality control review process regarding audit projects and reports.

Contract Compliance

1. Assists with the monitoring of vendors and contractors for compliance with the County's Minimum Wage Ordinance where applicable.

Bank Reconciliation

1. Prepares monthly reconciliations of County bank accounts and maintains custody of paid checks for the seven most current years.

2. Provides paraprofessional support of audit efforts including data entry, file review and miscellaneous assignments contributing to audit preparation.

C. Comprehensive Performance Auditing

1. Assists the Director of Audits and Deputy Director of Audits in administrative duties of the Division.

2. Directly supervises audit teams in conducting audits and internal control reviews of County departments and grantees.

   (1) Audits departments of the County from the point of view of program results, economy and efficiency, financial and compliance with regulatory authority and internal control.

   (2) Audits outside entities funded by the County when warranted.

   (3) Performs such other reviews as may be requested by the County Board, or by other County departments.

   (4) Audits data processing systems and programs for adequacy of internal controls, underlying documentation, and for physical security.

   (5) Provides assistance to departments on an as needed basis.

D. Fraud Investigation

1. Maintains Hotline to facilitate contacts from persons with concerns about County operations.

   (1) Receives information from citizens and employees regarding waste, fraud and abuse of Milwaukee County resources.

   (2) Investigates complaints and refers matters as appropriate.

   (3) Prepares annual reports on the outcome of Hotline contacts.

   (4) Provides assistance to departments including law enforcement agencies on an as needed basis.

34.09. - Audit.

(1) The comptroller shall perform all audit functions related to county government in accordance with governmental auditing standards issued by the comptroller general of the United States and generally accepted auditing standards. Those duties shall include, but are not limited to, the following:

(a) All duties and all powers and responsibilities conferred upon the clerk as auditor under s. 59.47(1), Wis. Stats.

(b) All duties imposed and conferred upon the comptroller by resolution of the county board.

(c) Supervise and be responsible for post auditing the fiscal concerns of the county; such audit requirement to include an annual audit of the county's financial statements and the financial statements of the county's employe retirement system as well as periodic reviews of the fiscal records of all county offices, departments, boards and commissions.

(d) Examine or cause to be examined by professional consultants, such records and procedures of any county office, department, board or commission as may be necessary relating to program effectiveness, efficiency and propriety of performance, state of compliance with all regulatory authority, and adequacy of internal control over cash and other assets.

(e) Make such special examinations of the accounts and financial transactions of any county unit as may be requested by county board resolution.

(f) Prepare written reports of all audits and submit same to the county board with copies to the county executive, department of administration and administrative head of the county unit involved. The report where appropriate shall include recommendations for improvements and efficiencies, and include special instances, if any, of illegal or improper expenditures.

(g) Reconcile bank accounts pursuant to section 15.15 of the Code.

(2) Availability of records to comptroller. The documents, books and records of each county office, department, board or commission, or any agency receiving a grant of county funds, or any agency receiving a grant of federal or state funds through the county and for which the county is accountable shall be available to the director of audits at any and all times with or without notice. Every county unit and grantee is to cooperate with the director of audits and comply with all requests for information relating to this function.

34.095. - Investigations concerning fraud, waste, and abuse.

The office of the comptroller—audit services division, having established a hotline for the purposes of receiving and investigating allegations of fraud, waste, and abuse in Milwaukee County government, the following shall apply:

(a) The audit services division is authorized to investigate allegations of fraud, waste, or abuse. Powers of the audit services division include those described in section 34.09.

(b) All county employees, officers, elected officials, vendors, contractors, subcontractors, and applicants, unless otherwise excluded, shall cooperate by providing complete, true, and honest records and testimony in any and all investigations conducted pursuant to this chapter.

(c) All county departments', offices', contractors', and subcontractors' premises, personnel, equipment, records, documents, books, and papers, unless otherwise excluded, shall be made available to the director of audits, his agent or designee at any and all times with or without notice. For contractors and subcontractors, this provision shall be enforceable for three (3) years following the date of last payment.

(d) Any and all county contracts and solicitations for contracts shall include a statement that the contractor and any subcontractors understand and will abide by the requirements of this chapter.

(e) No county employee, officer, elected official, vendor, contractor, or subcontractor shall retaliate against any person who in good faith reports to, assists, cooperates with, provides information to, or contacts the audit services division regarding fraud, waste, or abuse.

(f) No person shall willfully or otherwise knowingly interfere with or obstruct an investigation conducted by announced audit personnel pursuant to this chapter.

(g) Investigation information, files, and records shall be confidential and shall not be disclosed except as required by law and except as needed to properly investigate allegations of fraud, waste, and abuse, including but not limited to, disclosure to law enforcement and regulatory agencies.

(h) The audit services division shall submit to the county executive and the county board an annual report describing the activities related to fraud, waste, and abuse in Milwaukee County government in the preceding year.

(i) All county employees, officers, elected officials, vendors, contractors, and subcontractors are required to report in a reasonable amount of time to the audit services division all known instances or allegations of fraud, waste, and abuse in Milwaukee County government.

(j) No person shall knowingly make a materially false statement which the person does not believe to be true at the time of the statement to the audit services division concerning fraud, waste, and abuse.

(k) Any person subject to the requirements of this chapter who willfully violates any provision of this chapter may be subject to disciplinary action, including but not limited to, discharge from employment, debarment from doing business with Milwaukee County, and/or a citation issued under section 63.09(2) of the ordinances carrying a cash deposit and maximum penalty of one hundred dollars ($100.00) for each day that a violation occurs.

(l) The provisions of this Code shall be deemed severable and it is expressly declared that the county board would have passed the other provisions of this Code irrespective of whether or not one (1) or more provisions may be declared invalid, and if any provision of this Code or the application thereof to any person or circumstances is held invalid, the remainder of the Code and the application of such provisions to other persons or circumstances shall not be affected thereby.