



A Tradition of Stewardship
A Commitment to Service

County Executive Office

1195 Third Street
Suite 310
Napa, CA 94559
www.co.napa.ca.us

Main: (707) 253-4421
Fax: (707) 253-4176

Minh C. Tran
County Executive Officer

MEMORANDUM

To: Board of Supervisors	From: Helene Franchi
Date: January 28, 2020	Re: BOS Agenda for January 28, 2020 Administrative Item 10A

The attached memoranda supplement management responses found on pages 18 and 19 of the Single Audit Report.

cc: Minh C. Tran
Jeff Brax



A Tradition of Stewardship
A Commitment to Service

Health & Human Services Agency
Administration

Jennifer Yasumoto
Director

2751 Napa Valley Corporate Drive
Napa, CA 94558

Main: (707) 253-4279
Fax: (707) 253-4880
www.countyofnapa.org/hhsa

Memorandum

To: Tracy Schulze, Auditor Controller Minh C. Tran, County Executive Officer	From: Jennifer Yasumoto, Director Health and Human Services Agency
Date: January 13, 2020	Re: Single Audit Report (Year Ending June 30, 2019) Finding #2019-002/Medi-Cal Redeterminations

This Memorandum provides additional information on Single Audit Report finding number 2019-002 (Redetermination Eligibility) and the “Management Response and Corrective Action Plan” on pages 18-19.

Health and Human Services Agency (Agency) is pleased that during the auditors’ testing of Medi-Cal eligibility, new redetermination packages were generated timely in 38 out of 40 cases, or in 95% of the cases. The Agency is in agreement with the finding that there are no questioned costs for either of the two cases that were not timely processed.

As it pertains to the two Medi-Cal cases that were not timely processed, on the first case staff has taken the required actions in order to make an eligibility determination, as the process dictates, and in the second case the participant remains eligible for Medi-Cal.

On the first case, the following steps have been, or will be completed, as follows:

- On December 2, 2019, staff sent the participant a redetermination packet. The participant has 60 days to return it, or by February 3, 2020.
- On January 2, 2020, staff sent a 30-day reminder to the participant to return said packet by February 3.
- If the participant provides the requested information on or before February 3, then staff must initiate the next step, which entails a verification process for which the participant is provided another 30 days. If the participant follows these steps, then they may establish continued eligibility for Medi-Cal.
- If the participant fails to provide the requested information by February 3, then staff will set the case to discontinue on the legally prescribed timeline, effective February 29, 2020. It is worth noting that even after a case is discontinued, under Medi-Cal rules a participant has another 90 days to complete the redetermination process. Hence, even with due diligence, a final determination regarding Medi-Cal eligibility could continue through the end of May 2020.

On the second case, staff completed the required process and determined the participant remains eligible for Medi-Cal, and thus there is no substantive error.

Finally, the Agency is also providing staff with training on projecting annual income in Medi-Cal by the end of March 2020.

The Agency would like to thank the Auditor’s Office for the review of its administration of the Medi-Cal redetermination process through the County’s Single Audit. The Agency, by and through the Self Sufficiency Services Division who manages this program, remains committed to timely and accurate processing of all cases.



A Tradition of Stewardship
A Commitment to Service

County Executive Office
Human Resources Division

1195 Third Street, Suite 301
Napa, CA 94559-3092
www.countyofnapa.org

To: Members of the Napa County Board of Supervisors	From: Karen Taylor, Director of Human Resources
Date: January 28, 2020	Re: Administrative Item 10A: Single Audit Report

In May of 2019, the County's external auditor, Brown Armstrong Accountancy Corporation conducted a limited scope audit of the County Human Resources' personnel files. A control group of approximately 40 files was selected to ensure the County was in compliance with the Federal requirement to complete and retain an Employment Eligibility Verification (I-9 form). The requirement states that the I-9 form must remain in an employee's personnel file for a minimum of one year after employment has ended. Of this control group, there were 11 personnel files whose I-9 forms could not be retrieved from the electronic filing system. When notified by the Auditors, although there was miscommunication amongst Human Resources staff, Human Resources was successful in contacting those 11 employees to collect the necessary documentation.

Upon further investigation into the cause of the inability to retrieve these forms, it was learned that when the electronic filing system was implemented in 2009 there were errors in the scanning of the documents that incorrectly marked scanned documents as saved, when in fact they were not saved. Since the documents were marked as scanned and saved, the paper copy of the forms was shredded.

To ensure that the County is 100% in compliance, all Human Resources personnel files (approximately 1,621) were reviewed to ensure the I-9 form was completed and scanned for retention. Of the total population, 538 were missing the I-9 form. On January 8, 2020, all impacted active employees were contacted and advised of the requirement to complete a new I-9 form. As of the writing of this item, 84% have been completed and submitted by County employees to Human Resources. Out of the 16% outstanding, 36% of those are currently on medical leave or are waiting on renewal documentation (ex.; social security card, passport, or birth certificate). Human Resources is continuing to work with those employees who are out of compliance to ensure that 100% personnel records meet the mandated requirements.

In addition to the above corrective action, Human Resources has revised its process and procedures beginning in January 2020. This policy will include retention of the paper form for one year and to conduct an annual audit to confirm compliance of each newly hired employee's I-9 form is located in each employee's electronic personnel file and that it is retrievable prior to being securely shredded.