

2015 Financial Integrity and Accountability Report

1. Introduction

Thank you for participating in the State of RI Financial Integrity Act Survey for 2015. Please note that your submission is due by December 11, 2015.

Completion of this survey ensures your compliance with RI General Law, Title 35, Chapters 14 and 20, and the Department of Administration Office of Accounts and Control Policy/ Procedure Number A-39.

Copies of all completed surveys will be forwarded to the Governor, the Director of Administration, the Legislature, the Office of the Auditor General, and the State Library in accordance with State Law.

Please note that all questions in this survey, along with the answers provided, must be reviewed and approved by the Director of the Department/Agency prior to submission. A follow up email will be sent to the Director of the Department/Agency confirming the Director's review and approval of the survey.

The survey should take approximately 1 1/2 hours to complete. You have the ability to save your work in progress at any time and to resume the survey at your convenience.

Many of the questions require the use of your professional judgment to answer. Your honest objective answers are very much appreciated.

Should you have any questions with regard to the survey, please contact Michael Sprague, Deputy Chief, Bureau of Audits, at email address mike.sprague@audits.ri.gov. Thank you.

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2. General Information

The survey begins with the gathering of general information about you and your Department/Agency (Entity).

Please enter the following information:

1. Name of Department/Agency (Entity):

RI Department of Corrections

2. Name of Preparer:

Joanne M Hill

3. Title of Preparer:

Associate Director - Financial Management

4. Phone Number of Preparer:

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6. Address of Preparer:

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7. Director of the Entity:

Ashbel T. Wall II

8. Email address of the Director:

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3. Strategic Information

The following questions focus on the strategic risks of the entity. A strategic plan is a forward looking plan that aims to map out the means to achieve longer term goals and to plan a response to unforeseen problems and opportunities.

9. Does the entity have a written strategic plan that guides employees on what the entity is working to achieve?

- yes
- no
- other

Please specify

10. If the entity has a written strategic plan, when was it last updated?

- within the last year
- within the last 3 years
- within the last 5 years
- within the last 10 years
- not applicable

Please use the space below to provide any additional information relevant to this question.

11. How is the strategic plan communicated within the organization? Select all that apply.

- quarterly or annual entity wide meetings
- written communication
- e-mail
- posted on agency web site or internal intranet
- no formal communication
- not applicable

Please use the space below to provide any additional information relevant to this question.

12. Does the department's strategic plan have quantifiable goals to determine success?

- yes
- no
- not applicable

Please use the space below to provide any additional information relevant to this question.

These goals also relate to the Department's performance measures.

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13. Does the department have performance measures for programs it administers?

- yes for all programs
- yes for more than half of programs
- yes for less than half of programs
- no

Please use the space below to provide any additional information relevant to this question.

The Department has a number of performance measures for programs and continues to participate in the Results First initiative in conjunction with OMB and the Pew Foundation.

14. Does the department use performance-based data, or other measures to compare it's actual performance, with programmatic goals and objectives? If yes, how often is this done?

- more than once a month
- every 1-3 months
- every 3-6 months
- every 6-12 months
- less than once per year
- not applicable

Please use the space below to provide any additional information relevant to this question.

There is a monthly review of performance measure material.

15. Is the entity responsible for meeting the immediate needs of the public or its constituents in an emergency situation such as a security threat or natural disaster?

- yes
- no

Please use the space below to provide any additional information relevant to this question.

The Department has an emergency preparedness plan and does perform periodic exercises.

16. Does the entity have an emergency preparedness plan in the event of catastrophe (e.g. fire, flood, hurricane, blizzard, pandemic illness)?

- yes
- no

Please use the space below to provide any additional information relevant to this question.

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17. If the entity has an emergency preparedness plan, when was the last time this plan was used in an exercise or actual emergency?

- within the last year
- within the last two years
- within the last five years
- longer than five years ago
- we have never used the plan
- we do not have a plan

Please use the space below to provide any additional information relevant to this question.

18. If the entity has an emergency preparedness plan, when was it last updated?

- within the last year
- within the last 3 years
- within the last 5 years
- within the last 10 years
- not applicable

Please use the space below to provide any additional information relevant to this question.

19. If the entity has an emergency preparedness plan, how is it communicated within the organization? Select all that apply.

- quarterly or annual entity-wide meetings
- written communication
- e-mail
- posted on agency web site or internal intranet
- no formal communication
- entity does not have an emergency preparedness plan

Please use the space below to provide any additional information relevant to this question.

20. Does the department actively monitor staff who perform vital functions, especially in those areas where non-performance could adversely affect risk?

- yes
- no

Please use the space below to provide any additional information relevant to this question.

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21. Has inadequate/outdated technology affected the entity's progress toward meeting its objectives?

yes

no

Please use the space below to provide any additional information relevant to this question.

The Department continues to encounter problems with its network operations because of outdated software, infrastructure and aged equipment. This has made it difficult to operate on the latest software platforms and has resulted in slowed response time.

22. Has inadequate/outdated equipment (other than technology) affected the entity's efforts toward meeting it's objectives?

yes

no

Please use the space below to provide any additional information relevant to this question.

Replacement of aged equipment and infrastructure continues to be an issue for the Department because funds are not available or has not been made available through the IT or Capital funds. This situation continues to create difficulties in carrying out day-to-day activities.

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4. Operational Information

The following questions focus on the operational risks of the entity.

23. Has there been a change in the nature, size or structure, of the entity, within the last year?

yes

no

If you answered yes, please provide a brief explanation.

24. Number of full time personnel on June 30, 2015:

1 - 5

6 - 10

11 - 15

16 - 30

31 - 50

51 - 100

101 - 175

176 - 250

251 - 749

over 750

Please use the space below to provide any additional information relevant to this question.

25. Number of full time equivalent contract employees on June 30, 2015 (i.e., contracted through ADIL Business System or comparable company):

none

1 - 5

6 - 10

11 - 15

16 - 30

31 - 50

over 50

Please use the space below to provide any additional information relevant to this question.

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26. If the entity has policies and procedures manuals, when were they last updated?

- within the last year
- within the last 3 years
- within the last 5 years
- within the last 10 years
- never updated
- the entity does not have policies and procedures manuals

Please use the space below to provide any additional information relevant to this question.

27. If the entity has policies and procedures manuals, how often does the entity provide training on the policies and procedures to the staff? Select all that apply.

- at the time of hire
- annually
- as needed due to changes or additions
- the entity does not provide training on the policies and procedure manuals
- the entity does not have policies and procedures manuals

Please use the space below to provide any additional information relevant to this question.

28. Are policies and procedures (written or unwritten) designed to provide adequate segregation of duties or independent checks?

- yes
- no
- not sure

Please use the space below to provide any additional information relevant to this question.

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29. Is the internal control structure supervised and reviewed by management to determine if it is operating as intended?

- yes
- generally yes
- sometimes
- no
- not sure
- not applicable - entity does not have policies and procedures manuals

Please use the space below to provide any additional information relevant to this question.

30. Are there adequate systems of authorization and approval of transactions?

- yes
- generally yes
- no
- not sure

Please use the space below to provide any additional information relevant to this question.

31. Does the entity have adequate staffing in order to reasonably ensure all control activities are in place and operating as designed?

- yes
- generally yes
- no
- not sure

Please use the space below to provide any additional information relevant to this question.

The Department does not have sufficient staffing levels to fully monitor and evaluate established control activities. I would ideally like to see an audit function be implemented; however, there is no staff available that could be assigned those functions in addition to their daily duties.

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32. Estimate the number of financial transactions the entity processes on a monthly basis.

- less than 100
- 100 to 1,000
- 1,001 to 5,000
- 5,001 to 10,000
- 10,001 to 50,000
- 50,001 to 100,000
- 100,001 to 250,000
- greater than 250,000

Please use the space below to provide any additional information relevant to this question.

33. Is there timely (2-3 business days) and appropriate documentation and recording of financial transactions?

- yes
- generally yes
- no
- not sure

Please use the space below to provide any additional information relevant to this question.

The Department is in the process of eliminating its paper requisitioning process and automating that function through use of the State's RIFANS system. A revised hierarchy has been submitted and training of departmental staff in the RIFANS system has begun.

34. Does management identify and analyze risks relating to change, such as new technology, new regulations, restructuring and rapid growth?

- yes
- no

If you answered yes, please provide a brief explanation.

Executive staff analyze new regulations and other changing issues in the community. There has not been the capacity to fully review new technologies and determine the full impact on departmental operations.

35. Does the department have a process in place to identify new (or changed) laws, or statutory requirements that could affect its operations?

- yes
- no

If you answered yes, please provide a brief explanation.

The Department's Legal Unit is responsible for the review of legislative changes to laws or statutes.

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36. Are there new (within the last year) and significant legal, regulatory, or professional requirements of the entity that the entity may not be able to satisfy?

yes

no

If you answered yes, please provide a brief explanation.

The suit filed by the US Department of Justice relating to the testing phase of correctional officer screening continues. If a decision is rendered or settlement agreed to there is not sufficient funding within the Department's current funding level for any agreement or findings. Additional funding would be required. The Department does not have the funding to address statutory requirements to issue Certificates of Rehabilitation by the Parole Board as funding was not included in the FY16 Enacted Budget.

37. Is the entity responsible for overseeing multiple year and varied federal award programs?

yes

no

If you answered yes, please provide a brief explanation.

The Department has received a number of federal grants that it administers. Program managers and fiscal staff work in conjunction with one another to ensure that requirements are addressed.

38. Does the entity have written policies and procedures related to the administration of federal awards?

yes

no

the entity is not responsible for the administration of federal award programs

Please use the space below to provide any additional information relevant to this question.

39. Is there adequate management understanding of information technology?

yes

generally yes

sometimes

no

not sure

Please use the space below to provide any additional information relevant to this question.

Departmental staff or those assigned to the Department understand the importance of technology and the critical impact upon day-to-day functions; however, there does not appear to be a true understanding about the critical nature of maintaining technology-based systems and fully trained personnel to carry out operations by DoIT managerial staff.

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40. Are controls in place to ensure information systems and data are protected from unauthorized access, theft, or malicious acts?

yes

no

If you answered yes, please provide a brief explanation.

The Department relies upon firewalls and other monitoring software to protect data and systems.

41. Does the entity interact with the public using the Internet? (i.e. accept payments, take applications, complaints)

yes

no

If you answered yes, please provide a brief explanation.

The Department procures items from internet vendors and does take part in providing information through web portals. The Department also maintains several e-mail accounts for the public to send inquiries or request information. The Department also accepts electronic transfers from a third party providers that are deposited into the inmate banking system.

42. Other than services provided by the Division of Information Technology (DoIT), are any information technology related functions outsourced?

yes

no

If you answered yes, please provide a brief explanation.

The Department's inmate banking system and electronic medical records software are provided by outside vendors. The Department is also reliant on outsourced functions such as programming for the IRIS scan system, the substance abuse testing system, mapping functions tied to the Probation and Parole populations, Oracle database management and the Department's Transition from Prison to Community data system (TPCDS).

43. If the entity has outsourced information technology functions, how is the integrity of the data and processes maintained?

The software is held by an outside firm; however, ownership of the data reverts to the Department. There are Departmental staff that provide data input and data integrity functions through evaluating standard reports that are used as a quality control check.

44. Do information systems' controls effectively prevent and/or detect missing, or invalid data?

yes

no

If you answered yes, please provide a brief explanation.

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45. Do only authorized staff have information system override privileges?

yes

no

Please use the space below to provide any additional information relevant to this question.

46. Have deficiencies been detected in internal controls, by management, internal audit, the Office of the Auditor General, federal funding agencies, or other regulatory authorities, within the last year?

yes

no

not sure

If deficiencies in internal controls have been detected, please provide a brief description.

The Auditor General completed their annual review of the Central Distribution Center's inventory and cited the Department with an audit exception on inventory processes. The Department is in the process of implementing changes to address those items identified and should be completed with full implementation by the end of the fiscal year.

47. Does management promote the identification and discussion of potential and known problems with auditors and other evaluators?

yes

generally yes

sometimes

no

not sure

Please use the space below to provide any additional information relevant to this question.

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5. Financial Information

The following questions focus on the financial risks of the entity.

48. Did you request a supplemental budget this year?

- yes
- no
- not sure

If yes, please provide a brief description.

The Department continues to experience budgetary shortfalls because of unachieved turnover assumptions. Also, the costs associated with the unsettled unions were larger because of unbudgeted retroactive payments are assumed to take place in FY16.

49. Evaluate the effectiveness of the budget process as a control mechanism.

- highly effective
- effective
- somewhat effective
- not effective
- not sure

Please use the space below to provide any additional information relevant to this question.

The Department operates akin to an entitlement program in that we do not control the number of inmates sent to us and while here there are certain constitutional mandates that must be addressed. These two factors can have a tremendous negative impact upon our budget if assumptions vary. Also, medical costs can be negatively impacted by only a few inmates with significant illnesses driving costs beyond the budget and outside of the Department's control. Over the last several years we have attempted to mitigate large increases by implementing utilization review processes.

50. Are there disagreements between the Controller's/Budget Offices and the entity with regard to accounting, auditing and reporting matters?

- yes often
- occasionally
- seldom
- no

If "yes often", please provide detail of the types of disagreements that exist.

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51. Have formal or informal restrictions been applied to the internal or external auditor to limit access to people and information?

- yes
- no
- not sure

Please use the space below to provide any additional information relevant to this question.

The Department feels that it is important to have full disclosure on audit functions; however, it should be noted that this does not hold true for investigations that are conducted because they are typically confidential in nature.

52. Which answer best describes how the entity handles audit findings?

- audit findings are corrected within 6 months
- audit findings are prioritized by management and corrected when possible
- audit findings are generally not corrected
- the entity has not had audit findings

You may provide commentary here to clarify your answer.

Funding availability also impacts the Department's ability to respond.

53. Considering the past two years, please select the answer that best describes the entity's ability to meet its periodic reporting requirements.

- has met all reporting requirements
- generally meets all reporting requirements
- has been unable to meet some reporting requirements
- generally unable to meet its reporting requirements

Please use the space below to provide any additional information relevant to this question.

54. Did the entity complete the required Federal Funding Accountability and Transparency Act (FFATA) reporting within one month of issuing the sub-awards using federal funds?

- yes
- no
- no sub-awards issued using federal funds

Please use the space below to provide any additional information relevant to this question.

55. If applicable, what is the entity's bond/debt rating?

Not applicable.

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56. Is the entity's organizational structure appropriate for its size and responsibilities?

- yes
- generally yes
- not really
- no

Please provide a brief explanation if you answered that the entity's organizational structure is not, or not really, appropriate for its size and responsibilities

The Department does not have adequate staffing levels, especially in the managerial functions, to provide a depth of coverage and allow for succession planning.

57. Has the entity failed to obtain or been forced to return federal funds due to staffing issues or any other reason?

- yes
- no

If yes, please estimate the amount of funds and the reason they were not obtained or returned.

The Department continues to be assessed a 5% penalty for the state not being in compliance with Prison Rape Elimination Act (PREA) standards for all JAG grants.

58. How effective is the entity at tracking federal award revenue and federal award expenses?

- highly effective
- effective
- somewhat effective
- not effective
- not applicable, the entity does not receive award revenue

Please use the space below to provide any additional information relevant to this question.

Other than manually creating spreadsheets, the Department does not have any system in place that tracks grant expenditures.

59. What tools does the agency use to track federal award revenue and federal award expenditures? Check all that apply.

- grant management system
- excel spreadsheets
- other (specify below)
- agency does not systematically track federal revenue and expenditures

If you selected "other" please use the space below to specify the system used.

The Department has not been able to access to SharePoint to upload data.

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60. Does the department document its review of federal funds sub-recipients?

- yes
- occasionally
- generally no
- no

Please use the space below to provide any additional information relevant to this question.

The Department does not have sub-recipient grants in FY16.

61. Evaluate the risk of theft or misappropriation of assets by management or employees due to their access to cash or other assets.

- high risk
- moderate risk
- low risk
- little or no risk

Please use the space below to provide any additional information relevant to this question.

Certain sections handle cash transactions so there is always a risk of theft. The application of strong controls is not uniform throughout the Department but it is an area that has been identified as an area requiring improvement.

62. Are you aware of or do you suspect any theft, misappropriation or fraud to be currently occurring or have occurred during the last year within your entity?

- yes
- no

If yes, please elaborate

The Department does not have a system that documents and tracks the location of all physical assets as may be present with other large institutions or corporations; however, steps have been taken to implement a perpetual inventory system at the Central Distribution Center which oversees about \$4 million in food and supplies with plans to make further improvements in the receipt of goods and materials.

63. Are there adequate physical safeguards over cash, investments, inventory and fixed assets, of the entity?

- yes
- generally yes
- not in all instances
- no

Please use the space below to provide any additional information relevant to this question.

As stated above, the Department does not have a system that tracks the location of physical assets but an inventory system was implemented to track inventory at the CDC and CDC Annex. There have been some problems with the programming but the Department has issued a contract to address the problems encountered. The Department is also looking to implement scanning functions for receiving to reduce errors as well as implementing an automated ordering system.

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64. If the entity accepts payments from the public, please indicate which forms of payment are accepted. Select all that apply.

- cash
- personal/business check
- certified/bank check/money order
- credit/debit card
- ach/direct deposit/wire transfer
- entity does not accept payment from the public

Please use the space below to provide any additional information relevant to this question.

65. Evaluate the entity's physical location in terms of safety and security. If the entity has multiple facilities, consider the safety and security of the facility in conjunction with its purpose.

- highly effective
- effective
- adequate
- less than adequate
- poor

Please use the space below to provide any additional information relevant to this question.

The Department has effective protocols and procedures to maintain security; however, security would be enhanced through the addition of new technology and applications that would work hand in hand with these protocols. The facilities are effective in providing the necessary security in housing offenders; however, because of the age of the Department's facilities, improvements could be made to increase effectiveness if older facilities were replaced. This increase in effectiveness would come at an increase in capital costs and would take several years to recapture that investment through offsetting savings in personnel costs.

66. Evaluate the physical access controls for information systems. (i.e. locked closets and service rooms, public access to employee work areas)

- highly effective
- effective
- adequate
- less than adequate
- poor
- not sure

Please use the space below to provide any additional information relevant to this question.

The department's network operations center has been moved because water infiltration was a common problem. DoIT migrated this equipment to the Enterprise Operations Center in Warwick.

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67. Evaluate the logical access controls for information systems. (i.e. password policies, authorized access procedures)

- highly effective
- effective
- adequate
- less than adequate
- poor
- not sure

Please use the space below to provide any additional information relevant to this question.

68. Evaluate oversight of employee expenditures, such as travel and expense reimbursement.

- highly effective
- effective
- adequate
- less than adequate
- poor

If you answered "less than adequate" or "poor" please provide a brief explanation.

69. Evaluate oversight of senior management's expenditures, such as travel and expense reimbursement.

- highly effective
- effective
- adequate
- less than adequate
- poor

If you answered "less than adequate" or "poor" please provide a brief explanation.

70. Evaluate the entity's internal accounting and administrative controls.

- highly effective
- effective
- adequate
- less than adequate
- poor

Please use the space below to provide any additional information relevant to this question.

The state's centralized RIFANS system does not have a robust reporting function and is complicated which has contributed to this ranking.

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6. Human Resource Management

The following questions focus on the risks related to Human Resources.

71. Have there been any significant changes in senior management or directors, within the last year?

yes

no

If yes, please provide a brief explanation

72. Has management established a code or other policies communicating appropriate ethical and moral behavioral standards for its employees?

yes

no

If "yes", how are they communicated?

73. Is there an employee handbook that is readily accessible?

yes

no

Please use the space below to provide any additional information relevant to this question.

74. When was the employee handbook last updated?

within the last year

within the last 3 years

within the last 5 years

within the last 10 years

not applicable

Please use the space below to provide any additional information relevant to this question.

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75. When were job descriptions last updated?

- within the last year
- within the last 3 years
- within the last 5 years
- within the last 10 years
- not applicable

Please use the space below to provide any additional information relevant to this question.

Job descriptions for the correctional officer ranks were updated within the last five years; however, with respect to all other job descriptions, it is likely that they have not been updated in over ten years. The Department's employees were asked to take part in last year's PDQ process overseen by the Department of Administration's Office of Human Resources.

76. Are there standardized hiring procedures and are they consistently applied?

- yes
- generally yes
- no

Please use the space below to provide any additional information relevant to this question.

77. Are background checks conducted on potential hires?

- no
- yes

Please use the space below to provide any additional information relevant to this question.

78. Does the entity have sufficient numbers of people with the requisite skills to achieve its organizational objectives?

- yes, sufficient
- yes, but barely sufficient
- no, not sufficient

Please provide support for your answer here

There is not sufficient staff in a number of the ancillary support functions nor in the Probation & Parole unit.

79. Does the agency have a succession plan in place for senior management and other key employees?

- yes
- no

Please use the space provided for optional commentary.

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80. Does the entity have operations or individuals that have evidenced significant ethical shortfalls and the appropriate personnel actions have not been taken?

- yes
- no
- not sure

If you answered yes, please provide a brief explanation.

81. Evaluate morale among senior management.

- excellent
- good
- fair
- low

Please use the space below to provide any additional information relevant to this question.

82. Evaluate morale among employees.

- excellent
- good
- fair
- low

Please use the space below to provide any additional information relevant to this question.

Morale is reflective of the economic climate and the level of stress relating to staff shortages within the various units.

83. Are there mandatory vacations for employees performing key control functions?

- yes
- no

Please use the space below to provide any additional information relevant to this question.

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84. Does management utilize methods such as cross-training, strategic hiring practices, detailed procedure documentation, enhanced supervision, etc. to help mitigate the risk associated, with sudden, or significant changes in key personnel?

- yes
- no

Please use the space below to provide any additional information relevant to this question.

The Department attempts to cross-train on critical functions and does provide detailed standard operating procedures to help mitigate risk.

85. Is there a risk that the Finance function of the entity will fail to function as a control in the event that senior management seeks to override established controls or take overly aggressive financial reporting positions?

- yes
- no

Please use the space below to provide any additional information relevant to this question.

86. Is there any indication that unreliable or inaccurate estimates have been provided, or that management has been less than forthright?

- yes
- no

Please use the space below to provide any additional information relevant to this question.

87. Evaluate management's past performance:

- long track record of meeting or exceeding strategic goals, as well as a positive history of reacting to changing conditions
- successful in meeting goals and objectives, appears to be in control of operations
- moderately successful in meeting goals and forecasts, occasional crisis management due to changing operating conditions
- often unable to meet goals, operational changes often create crisis situations for management
- rarely able to meet goals, constant management by crisis

Please use the space below to provide any additional information relevant to this question.

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88. Evaluate management's experience and skill mix:

- experienced management team that has successfully managed through one or more business cycles
- management team of average experience that has successfully managed through one or more business cycles
- senior management team lacks experience in a key area
- senior management team lacks experience with common industry problems

Please use the space below to provide any additional information relevant to this question.

89. Evaluate management's depth:

- good management depth at key positions with full succession planning
- adequate management depth with all key positions covered by qualified individuals
- insufficient management depth with an active recruiting effort to fill positions
- insufficient management depth in key positions representing serious exposures

Please use the space below to provide any additional information relevant to this question.

The Department does not have adequate staffing levels, especially in the managerial functions, to provide a depth of coverage and allow for succession planning. There is also little depth in support positions.

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7. Regulatory / Compliance

The following questions focus on the risks relative to regulatory and compliance issues.

90. Is there an oversight authority or board of directors to whom management is responsible?

yes

no

Please use the space below to provide any additional information relevant to this question.

91. If the entity does have an oversight authority or board of directors to whom management is responsible, is there evidence of ineffective monitoring of management?

yes

no

question not applicable

Please use the space below to provide any additional information relevant to this question.

92. Have there been any changes in the entity's legal counsel during the past year?

yes

no

question not applicable

If you answered yes, please provide a brief explanation.

93. Is the entity currently under a regulatory or other supervisory order?

yes

no

If yes, please explain

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94. Are there any actual or pending inquiries, investigations, or actions by a regulatory agency, that would affect the entity's ability to operate?

yes

no

If yes, please provide a brief explanation

Suit was been filed by the US Department of Justice alleging an adverse impact from the screening process used in the correctional officer testing process. If a decision is rendered or settlement reached, there could be an impact on Departmental operations. Also, because the Department has not been able to conduct a correctional officer class, staff shortages have become routine, impacting the operation of the institutions.

95. Does the entity have any specific anti-fraud policies?

yes

no

Please use the space below to provide any additional information relevant to this question.

The Department relies on the state statute in place.

96. Does the entity have an internal audit function, other than the Bureau of Audits?

yes

no

Please use the space below to provide any additional information relevant to this question.

The Department conducts policy and security audits to insure that current procedures are being followed; however, there is no internal financial audit function in place.

97. Does the entity work with client information, requiring security, privacy, and confidentiality?

yes

no

Please use the space below to provide any additional information relevant to this question.

98. Does the entity have a documented privacy and confidentiality policy?

yes

no

Please use the space below to provide any additional information relevant to this question.

Medical records policy

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99. Is the entity subject to debt covenant requirements?

- yes
- no

Please use the space below to provide any additional information relevant to this question.

100. If the entity is subject to debt covenant requirements, is the entity in compliance?

- yes
- no
- not applicable

Please use the space below to provide any additional information relevant to this question.

101. Does the entity have policies/procedures for maintaining compliance with environmental laws?

- yes
- no
- not applicable

Please use the space below to provide any additional information relevant to this question.

102. Is the entity involved in the production or handling of hazardous substances (besides the office related items such as ink and toner cartridges)?

- yes
- no

If yes, please provide a brief explanation.

103. Does the entity conduct internal self-reviews with regard to compliance with laws and regulations?

- yes, often
- occasionally
- no

Please use the space below to provide any additional information relevant to this question.

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8. Governmental Service

This series of questions relate broadly to the services provided by the entity.

104. How well is the entity meeting the needs of its constituents?

- very well
- adequately well
- adequately well in most areas, though some need improvement.
- not very well

Please use the space below to provide any additional information relevant to this question.

The Department needs to expand the range of rehabilitative programs which impacts upon recidivism. This is mainly due to the lack of resources.

105. Does the entity have a means of monitoring constituent satisfaction with its services?

- yes
- no

Please use the space below to provide any additional information relevant to this question.

106. Does the entity focus on improving accountability and transparency to the general public through the use of internet portals (ri.gov) or another means of information disbursement?

- yes
- generally yes
- no, this has not been an area of focus

Please use the space below to provide any additional information relevant to this question.

107. How is the entity working to improve government accessibility? Please check all that apply.

- physical relocation
- physical improvement to facilities
- change in hours
- improved phone service
- internet services
- improved customer service program

Please use the space below to provide any additional information relevant to this question.

It is anticipated that the Department's Public information Officer will assist in providing information to the public.

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9. Commentary

This section of the survey provides you with the opportunity to include commentary on other issues and concerns you may have with regard to the entity's ability to meet its goals and objectives.

108. Please use the space provided for additional commentary. In addition to commentary here you may include any documentation that you feel is relevant to your compliance with the FIA statute by sending the document to Mike Sprague at michael.sprague@audits.ri.gov. Any supplemental documentation you supply will be included as an addendum to this survey when the results are distributed to the required parties.

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10. Completion / Conclusion

Please answer the final two questions with regard to this FIA survey.

109. Have you answered all questions to the best of your knowledge and belief?

yes

no

110. All questions included in this survey, along with all the corresponding answers as provided, have been reviewed and approved by the entity's Director?

yes

no

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11. Completion and Submission

Copies of this survey, along with a two question survey to be completed by the entity's Director, will be distributed to the Director of Administration, the Auditor General, the Legislature, and the State Library in compliance with RI Statute, 35-14-6 (Public Finance, Financial Integrity and Accountability, Annual Report).

Thank you for taking the time to complete this survey. Your time and efforts are very much appreciated.

Submit by E-mail

If you experience problems with the "Submit by E-mail" button, please save the PDF file and e-mail it as an attachment to david.peterson@audits.ri.gov.

Print Form