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 Entity prior to submission. A follow up email will be sent to the Director of the Entity 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 Entity.

Please enter the following information:

1. Name of Entity:

Rhode Island Housing and Mortgage Finance Corp

2. Name of Preparer:

Dora M. Garcia

3. Title of Preparer:

Controller

4. Phone Number of Preparer:

401-450-1379

5. Email address of Preparer:

dgarcia@rhodeislandhousing.org

6. Address of Preparer:

44 Washington Street, Providence, RI 02903

7. Director of the Entity:

Barbara Fields

8. Email address of the Director:

bfields@rhodeislandhousing.org

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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.

- [x] quarterly or annual entity wide meetings
- [x] written communication
- [x] e-mail
- [x] 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 entity'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.

13. Does the entity 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.

14. Does the entity use performance-based data or other measures to compare its 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.

Rhode Island Housing is implementing a new system in 2016 to measure programmatic goals and objectives consistently across the organization.

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.

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.

Rhode Island Housing is in the process of updating its emergency preparedness plan.

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.

Rhode Island Housing is planning an organizational roll-out of its updated emergency preparedness plan when it is completed.

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

- ◉ yes
- ○ no

If you answered yes above, please indicate the demographics that are affecting your agency.

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.

Rhode Island Housing engaged an outside vendor to complete a major comprehensive organization-wide IT study. This study was recently completed and implementation of recommendations is in process.

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.

Rhode Island Housing is beginning to implement recommendations that resulted from IT study. The proposed recommendations will be implemented over the next two to three years

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 currently employed by your entity?

- ○ 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 currently working at your entity?

- ◉ 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.

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.

- [x] at the time of hire
- [ ] annually
- [x] 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.

Rhode Island Housing analyzes its policies and procedures on an ongoing basis for potential areas of enhancement and strengthening.

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.

Rhode Island Housing is assessing these systems for potential improvements.

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.

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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.

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.

Rhode Island Housing recently underwent an assessment by an outside vendor to analyze and assess all of its operational systems and their ability to meet the organizations needs and is beginning to implement the recommendations from this assessment to strengthen the organization.

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

- ◉ yes
- ○ no

If you answered yes, please provide a brief explanation.

Rhode Island Housing is notified in various ways through trade organizations and regulatory bodies when there are changes in laws or statutory requirements. Rhode Island Housing's legal department also monitors developments that legally impact Rhode Island Housing.

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.

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.

Rhode Island Housing administers several housing programs for the United States Department of Housing & Urban Development and U.S. Department of the Treasury.

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.

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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.

Rhode Island Housing's Information Technology department has established policies that protect proprietary data from unauthorized access as well as implementing updated systems that deter from potential acts as per the recommendations of the recently completed IT study.

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.

Rhode Island Housing's mortgage servicing system allows mortgage payments to be made via an Internet based service embedded in the mortgage servicing system which is a vendor based and hosted system.

42. Are any information technology related functions outsourced?

- (●) yes
- ( ) no

If you answered yes, please provide a brief explanation.

Rhode Island Housing has a website which provides a wide range of information to its various customers, though business is not conducted via this website. It is informational only. Maintenance of this website is performed by an outside vendor, but managed by the internal Information Technology Department and content is updated by the Communications Department. An outside vendor provides on-line payment collection services. The vendor is responsible for all security and functionality of the system.

43. Please list any industry information security standards that apply to your entity.

The Loan Servicing Division of Rhode Island Housing adheres to the Consumer Protection Bureau (CFPB) regulations and the Gramm-Leach-Bliley Act.

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

- (●) yes
- ( ) no

If you answered yes, please list major functions that are outsourced and provide a brief explanation.

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

- (●) yes
- ( ) no

If you answered yes, please use the space below to list the addresses and functions of each of your locations.

46. Have deficiencies been detected in internal controls, by management, internal audit, external audit, 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 State's Bureau of Audits conducted a review at Rhode Island Housing's request of the Continuum of Care Program. They cited several recommendations which have been implemented and have been recently reviewed. This review found significant improvements in overall program management.

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.

5. Financial Information

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

48. Does the entity have a formal budgeting process and budget that is reviewed at least annually by senior management and the governing board if applicable?

- (●) yes
- ( ) no
- ( ) not sure

If yes, please provide a brief description.

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.

50. Are budget to actual reports monitored at least quarterly by senior management?

- (●) yes often
- ( ) occasionally
- ( ) seldom
- ( ) no

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

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.

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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.

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.

Rhode Island Housing is working to ensure all reporting is current.

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

AA-, in addition, Rhode Island Housing holds several separate indentures with their own distinct ratings.

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

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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.

Funds were returned under the Continuum of Care Program due to insufficient documentation from a sub-recipient.

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.

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

- [ ] grant management system
- [x] 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.

As a recommendation of the recently completed IT study Rhode Island Housing will be implementing an electronic paperless system which will improve the ability to track these revenues and expenditures.

60. Does the entity 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.

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.

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

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.

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.

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.

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.

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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

As of January 15, 2015 Rhode Island Housing has a new Executive Director, Barbara Fields. In addition, Rhode Island Housing also has a new Deputy Director and two new Division Directors replacing staff that have left or been promoted. Rhode Island Housing has also established five new members on its Board of Commissioners.

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?

Rhode Island Housing has a strong moral and ethical written code for all of its employees. Employees are required to sign the ethics policy at time of hire and it is posted on the company intranet as a reminder to all employees.

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.

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 are updated upon staff turnover and are currently under review.

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

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.

Rhode Island Housing is working with an outside consultant on succession planning.

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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.

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.

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.

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.

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.

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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.

Rhode Island Housing Management is responsible to the Board of Commissioners. Additionally, the Board of Commissioners has an established audit committee which assists the Board of Commissioners fulfill its corporate governance and overseeing responsibilities in relation to Rhode Island Housing's financial reporting, internal control systems and internal and external audit functions.

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

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

Rhode Island Housing is working with HUD on various federal programs that may result in recapture of federal funds. Rhode Island Housing does not believe this recapture will have a material impact on its ability to operate.

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.

Rhode Island Housing does not have a formal "whistle-blower" policy, however, employees are informed that they are protected under the State of Rhode Islands Whistle-blower Laws and are encouraged to report any abuse to management.

96. Does the entity have an internal audit function?

- ○ yes
- ◉ no

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

Rhode Island Housing submits the results of the external audit to the Auditor General and the Department of Administration for review before acceptance. Rhode Island Housing is currently in the process of assessing its internal audit needs. Rhode Island Housing recently hired an enterprise risk and compliance officer to assist in this function.

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.

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.

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.

Rhode Island Housing conducts customer surveys in the Homeownership area and is looking to expand this organization-wide.

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
- [x] physical improvement to facilities
- [ ] change in hours
- [ ] improved phone service
- [x] internet services
- [x] improved customer service program

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

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.

As a general statement, Rhode Island Housing is mission oriented. Staff members are extremely focused on their customer service responsibilities, since affordable, housing is a basic element of a healthy community. From a financial perspective, Rhode Island Housing has both operational and strategic goals which are regularly reviewed internally. The external audit as well as periodic financial review by two credit rating agencies (S&P and Moody's) provide an external perspective to financial results and controls. The Board of Commissioners has four standing committees - Management Committee, Credit Committee, Audit Committee, Intergovernmental Relations Committee - which review all financial aspects of Rhode Island Housing's operation.

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 DOA.FIA@audits.ri.gov.

Print Form