



OFFICE OF THE CITY AUDITOR
Long Beach, California

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Health Department Audit a Collaborative Process to Resolve Problems
Long Beach City Auditor and Director of Health and Human Services Agree on Problems & Solutions

Long Beach, CA – Long Beach City Auditor Laura Doud today released the results of an audit of the Long Beach Health and Human Services Department’s Clinical Services and Vital Records revenue collections.

The Clinical Services & Vital Records Division of the Department of Health and Human Services (Health Department) administers free or low cost health care services to the public through the operation of various clinics. Additionally, the Division administers the issuance of vital records. The combined revenue of these functions totaled \$1.7 million in fiscal year 2013.

Background

The audit, which had previously been planned, was initiated a few weeks after newly appointed Director of the Health Department Kelly Colopy assumed her position.

During the audit’s initial planning stage, City Auditor Doud and her staff met with Director Colopy to discuss the objective of the audit and the areas within the Department that involved financial transactions which needed to be thoroughly reviewed. Director Colopy provided reassurance of her Department’s full cooperation with the audit.

Throughout the audit Director Colopy and the Department staff were updated by the audit team so they could understand the problems that were being found and could begin to develop a plan to address them upon completion of the audit.

Audit Results

There are two key findings in the audit: first, at the time the audit was conducted the Clinical Services Division lacked trained financial managers to oversee payment processing and collections within the Division and instead utilized healthcare professionals in that function; second, the audit found that the Division’s software system was not operating in an optimal manner.

“The process and path that this audit followed was collaborative from the perspective of my office,” said City Auditor Laura Doud. “I am very pleased that Director Colopy worked in a cooperative and open manner with our office. Our goal with audits is to look at financial systems within the City and find ways to optimize efficiencies. This audit is a perfect example of that approach -- we worked closely with the Health Department, they have concurred with all of the findings in the audit and are committed to moving forward to remedy these issues quickly.”

“We appreciate City Auditor Doud and her staff for working with the Health Department in a professional manner on this audit,” said Health Department Director Kelly Colopy. “They have provided a good roadmap to improve the financial systems associated with our clinics in the Department. We have implemented most of the recommendations to date and intend to implement the remaining audit recommendations as quickly as possible.”

“This audit is an excellent example of a collaborative process within our city government,” said Long Beach Mayor Robert Garcia. “We know the City has many technology challenges ahead of us, and I want to commend City Auditor Laura Doud and Health Department Director Kelly Colopy for their efforts in identifying areas for improvement as well as solutions. These audits are a very valuable resource to our City, and I am confident they will help us become one of the most efficient cities in the nation.”

The complete report, Clinical Services & Vital Records Revenue Collection Audit, with a detailed explanation of the City Auditor’s recommendations and management comments can be viewed on the City Auditor’s website, www.CityAuditorLauraDoud.com.

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