

# **FAMILY SERVICE OF GREATER NEW ORLEANS**

## **FINANCIAL STATEMENTS AND SUPPLEMENTARY INFORMATION**

**June 30, 2017 and 2016**



**CRI** CARR  
RIGGS &  
INGRAM

CPAs and Advisors

[CRlcpa.com](http://CRlcpa.com)

**FAMILY SERVICE OF GREATER NEW ORLEANS**  
**TABLE OF CONTENTS**  
**JUNE 30, 2017**

**REPORT**

|                              |   |
|------------------------------|---|
| Independent Auditors' Report | 1 |
|------------------------------|---|

**FINANCIAL STATEMENTS**

|                                  |   |
|----------------------------------|---|
| Statements of Financial Position | 3 |
|----------------------------------|---|

|                                |   |
|--------------------------------|---|
| Statement of Activities - 2017 | 4 |
|--------------------------------|---|

|                                |   |
|--------------------------------|---|
| Statement of Activities - 2016 | 5 |
|--------------------------------|---|

|   |   |
|---|---|
| Statement of Functional Expenses - 2017 | 6 |
|---|---|

|   |   |
|---|---|
| Statement of Functional Expenses - 2016 | 7 |
|---|---|

|                          |   |
|--------------------------|---|
| Statements of Cash Flows | 8 |
|--------------------------|---|

|                               |   |
|-------------------------------|---|
| Notes to Financial Statements | 9 |
|-------------------------------|---|

**REPORT REQUIRED BY *GOVERNMENT AUDITING STANDARDS***

|   |    |
|---|----|
| Independent Auditors' Report on Internal Control over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with <i>Government Auditing Standards</i> | 19 |
|---|----|

**SUPPLEMENTARY INFORMATION**

|   |    |
|---|----|
| Schedule of Support, Revenues and Expenses in Accordance with United Way Requirements (Unaudited) | 21 |
|---|----|

|  |    |
|--|----|
| Schedule of Compensation, Benefits and Other Payments to Agency Head | 22 |
|--|----|

|                                    |    |
|------------------------------------|----|
| Schedule of Findings and Responses | 23 |
|------------------------------------|----|

|   |    |
|---|----|
| Summary Schedule of Prior Year Findings | 24 |
|---|----|



# REPORT





**Carr, Riggs & Ingram, LLC**  
111 Veterans Memorial Blvd.  
Suite 350  
Metairie, Louisiana 70005

(504) 833-2436  
(504) 484-0807 (fax)  
[www.CRIcpa.com](http://www.CRIcpa.com)

## **INDEPENDENT AUDITORS' REPORT**

President and Board of Directors of  
Family Service of Greater New Orleans  
New Orleans, Louisiana

### **Report on the Financial Statements**

We have audited the accompanying financial statements of Family Service of Greater New Orleans (a non-profit organization) ("Family Service"), which comprise the statements of financial position as of June 30, 2017 and 2016, and the related statements of activities, functional expenses, and cash flows for the years then ended, and the related notes to the financial statements.

### **Management's Responsibility for the Financial Statements**

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

### **Auditors' Responsibility**

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to Family Service's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of Family Service's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

## **Opinion**

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Family Service as of June 30, 2017 and 2016, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

## **Other Matters**

### *Other Information*

Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The Schedule of Support, Revenues and Expenses in Accordance with United Way Requirements and Schedule of Compensation, Benefits and Other Payments to Agency Head on pages 21 and 22 are presented for purposes of additional analysis and are not a required part of the financial statements.

The Schedule of Compensation, Benefits and Other Payments to Agency Head is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. Such information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standard generally accepted in the United States of America. In our opinion, the Schedule of Compensation, Benefits and Other Payments to Agency Head is fairly stated, in all material respects, in relation to the financial statements as a whole.

The Schedule of Support, Revenues, and Expenses in Accordance with United Way Requirements has not been subjected to the auditing procedures applied in the audit of the financial statements, and, accordingly, we do not express an opinion or provide any assurance on it.

### **Other Reporting Required by *Government Auditing Standards***

In accordance with *Government Auditing Standards*, we have also issued our report dated May 21, 2018, on our consideration of Family Service's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of Family Service's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* and in considering Family Service's internal control over financial reporting and compliance.

*Cary Riggs & Ingram, L.L.C.*

May 21, 2018



# **FINANCIAL STATEMENTS**

**FAMILY SERVICE OF GREATER NEW ORLEANS  
STATEMENTS OF FINANCIAL POSITION**

| <i>June 30,</i>                                  | <b>2017</b>       | <b>2016</b>       |
|--|-------------------|-------------------|
| <b>ASSETS</b>                                    |                   |                   |
| <b>CURRENT ASSETS</b>                            |                   |                   |
| Cash and cash equivalents                        | \$ 86,025         | \$ 122,043        |
| Accounts receivable                              | 143,353           | 93,952            |
| Contributions receivable                         | 109,316           | 150,000           |
| Prepaid expenses                                 | 3,448             | 5,888             |
| Cash restricted for permanent endowment          | 3,460             | 3,460             |
| <b>TOTAL CURRENT ASSETS</b>                      | <b>345,602</b>    | <b>375,343</b>    |
| <b>EQUIPMENT AND LEASEHOLD IMPROVEMENTS, NET</b> | <b>5,207</b>      | <b>8,807</b>      |
| <b>DEPOSITS</b>                                  | <b>12,836</b>     | <b>13,247</b>     |
| <b>TOTAL ASSETS</b>                              | <b>\$ 363,645</b> | <b>\$ 397,397</b> |
| <b>LIABILITIES AND NET ASSETS</b>                |                   |                   |
| <b>CURRENT LIABILITIES</b>                       |                   |                   |
| Accounts payable                                 | \$ 36,455         | \$ 30,889         |
| Line of credit                                   | 20,000            | 20,000            |
| Accrued salaries                                 | 4,669             | 10,662            |
| Accrued vacation                                 | 34,826            | 30,540            |
| <b>TOTAL CURRENT LIABILITIES</b>                 | <b>95,950</b>     | <b>92,091</b>     |
| <b>TOTAL LIABILITIES</b>                         | <b>95,950</b>     | <b>92,091</b>     |
| <b>NET ASSETS</b>                                |                   |                   |
| Unrestricted                                     | 24,474            | 83,236            |
| Temporarily restricted                           | 239,761           | 218,610           |
| Permanently restricted                           | 3,460             | 3,460             |
| <b>TOTAL NET ASSETS</b>                          | <b>267,695</b>    | <b>305,306</b>    |
| <b>TOTAL LIABILITIES AND NET ASSETS</b>          | <b>\$ 363,645</b> | <b>\$ 397,397</b> |

*The accompanying footnotes are an integral part of these financial statements.*

**FAMILY SERVICE OF GREATER NEW ORLEANS**  
**STATEMENT OF ACTIVITIES**

| <i>For the year ended June 30, 2017</i>         | Temporarily      |                   | Permanently     |                   |
|---|------------------|-------------------|-----------------|-------------------|
|   | Unrestricted     | Restricted        | Restricted      | Total             |
| <b>SUPPORT, REVENUE, GAINS AND LOSSES</b>       |                  |                   |                 |                   |
| Fees and grants from governmental agencies      | \$ 874,378       | \$ -              | \$ -            | \$ 874,378        |
| United Way allocations and designations         | 29,149           | 50,000            | -               | 79,149            |
| Program service fees                            | 88,143           | -                 | -               | 88,143            |
| Private grants                                  | 22,000           | 325,000           | -               | 347,000           |
| Contributions                                   | 40,978           | -                 | -               | 40,978            |
| Fundraising revenue                             | 2,650            | -                 | -               | 2,650             |
| Interest income                                 | 15,005           | -                 | -               | 15,005            |
| Miscellaneous revenue                           | 105,140          | -                 | -               | 105,140           |
| Net assets released from restrictions           | 353,849          | (353,849)         | -               | -                 |
| <b>TOTAL SUPPORT, REVENUE, GAINS AND LOSSES</b> | <b>1,531,292</b> | <b>21,151</b>     | <b>-</b>        | <b>1,552,443</b>  |
| <b>EXPENSES</b>                                 |                  |                   |                 |                   |
| Program Services                                |                  |                   |                 |                   |
| Counseling                                      | 1,218,615        | -                 | -               | 1,218,615         |
| At-risk children and youth                      | 106,164          | -                 | -               | 106,164           |
| <b>Total Program Services Expenses</b>          | <b>1,324,779</b> | <b>-</b>          | <b>-</b>        | <b>1,324,779</b>  |
| Supporting Services                             |                  |                   |                 |                   |
| Fundraising and development                     | 18,887           | -                 | -               | 18,887            |
| Management and general                          | 246,388          | -                 | -               | 246,388           |
| <b>Total Supporting Services Expenses</b>       | <b>265,275</b>   | <b>-</b>          | <b>-</b>        | <b>265,275</b>    |
| <b>TOTAL EXPENSES</b>                           | <b>1,590,054</b> | <b>-</b>          | <b>-</b>        | <b>1,590,054</b>  |
| <b>CHANGES IN NET ASSETS</b>                    | <b>(58,762)</b>  | <b>21,151</b>     | <b>-</b>        | <b>(37,611)</b>   |
| Net assets, beginning of year                   | 83,236           | 218,610           | 3,460           | 305,306           |
| <b>NET ASSETS, END OF YEAR</b>                  | <b>\$ 24,474</b> | <b>\$ 239,761</b> | <b>\$ 3,460</b> | <b>\$ 267,695</b> |

*The accompanying footnotes are an integral part of these financial statements.*

**FAMILY SERVICE OF GREATER NEW ORLEANS**  
**STATEMENT OF ACTIVITIES**

| <i>For the year ended June 30, 2016</i>         | Unrestricted     | Temporarily<br>Restricted | Permanently<br>Restricted | Total             |
|---|------------------|---------------------------|---------------------------|-------------------|
| <b>SUPPORT, REVENUE, GAINS AND LOSSES</b>       |                  |                           |                           |                   |
| Fees and grants from governmental agencies      | \$ 883,604       | \$ -                      | \$ -                      | \$ 883,604        |
| United Way allocations and designations         | 5,339            | 50,000                    | -                         | 55,339            |
| Program service fees                            | 86,748           | -                         | -                         | 86,748            |
| Private grants                                  | 50,000           | 172,500                   | -                         | 222,500           |
| Contributions                                   | 47,205           | -                         | -                         | 47,205            |
| Fundraising revenue                             | 118,860          | -                         | -                         | 118,860           |
| Interest income                                 | 16,253           | -                         | -                         | 16,253            |
| Miscellaneous revenue                           | 4,524            | -                         | -                         | 4,524             |
| Net assets released from restrictions           | 434,299          | (434,299)                 | -                         | -                 |
| <b>TOTAL SUPPORT, REVENUE, GAINS AND LOSSES</b> | <b>1,646,832</b> | <b>(211,799)</b>          | <b>-</b>                  | <b>1,435,033</b>  |
| <b>EXPENSES</b>                                 |                  |                           |                           |                   |
| Program Services                                |                  |                           |                           |                   |
| Counseling                                      | 1,146,328        | -                         | -                         | 1,146,328         |
| At-risk children and youth                      | 170,328          | -                         | -                         | 170,328           |
| <b>Total Program Services Expenses</b>          | <b>1,316,656</b> | <b>-</b>                  | <b>-</b>                  | <b>1,316,656</b>  |
| Supporting Services:                            |                  |                           |                           |                   |
| Fundraising and development                     | 55,689           | -                         | -                         | 55,689            |
| Management and general                          | 237,244          | -                         | -                         | 237,244           |
| <b>Total Supporting Services Expenses</b>       | <b>292,933</b>   | <b>-</b>                  | <b>-</b>                  | <b>292,933</b>    |
| <b>TOTAL EXPENSES</b>                           | <b>1,609,589</b> | <b>-</b>                  | <b>-</b>                  | <b>1,609,589</b>  |
| <b>CHANGES IN NET ASSETS</b>                    | <b>37,243</b>    | <b>(211,799)</b>          | <b>-</b>                  | <b>(174,556)</b>  |
| Net assets, beginning of year                   | 45,993           | 430,409                   | 3,460                     | 479,862           |
| <b>NET ASSETS, END OF YEAR</b>                  | <b>\$ 83,236</b> | <b>\$ 218,610</b>         | <b>\$ 3,460</b>           | <b>\$ 305,306</b> |

*The accompanying footnotes are an integral part of these financial statements.*

**FAMILY SERVICE OF GREATER NEW ORLEANS**  
**STATEMENT OF FUNCTIONAL EXPENSES**

| <i>For the year ended June 30, 2017</i> | <b>Counseling</b>   | <b>At-Risk<br/>Children<br/>and<br/>Youth</b> | <b>Total<br/>Program<br/>Services</b> | <b>Fundraising<br/>and<br/>Development</b> | <b>Management<br/>and<br/>General</b> | <b>Total<br/>Supporting<br/>Services</b> | <b>Total Program<br/>and<br/>Supporting<br/>Services</b> |
|---|---------------------|---|---------------------------------------|--|---------------------------------------|--|--|
| Salaries                                | \$ 824,568          | \$ 69,167                                     | \$ 893,735                            | \$ -                                       | \$ 136,970                            | \$ 136,970                               | <b>\$ 1,030,705</b>                                      |
| Employee benefits                       | 81,918              | 6,602   | 88,520                                | -  | 9,178                                 | 9,178                                    | <b>97,698</b>  |
| Payroll taxes                           | 62,108              | 4,552   | 66,660                                | -  | 7,573                                 | 7,573                                    | <b>74,233</b>  |
| <b>Total Employee Compensation</b>      | <b>968,594</b>      | <b>80,321</b>                                 | <b>1,048,915</b>                      | <b>-</b>                                   | <b>153,721</b>                        | <b>153,721</b>                           | <b>1,202,636</b>   |
| Occupancy                               | 119,013             | 17,240  | 136,253                               | -  | 16,214                                | 16,214                                   | <b>152,467</b>   |
| Professional fees                       | 44,725              | 1,360   | 46,085                                | 17,100                                     | 48,955                                | 66,055                                   | <b>112,140</b>   |
| Marketing and advertising               | 5,732               | 510   | 6,242                                 | -  | 698                                   | 698                                      | <b>6,940</b>   |
| Equipment and maintenance               | 14,456              | 1,664   | 16,120                                | -  | 4,162                                 | 4,162                                    | <b>20,282</b>  |
| Communications                          | 18,206              | 1,579   | 19,785                                | -  | 2,065                                 | 2,065                                    | <b>21,850</b>  |
| Conferences and meetings                | 2,557               | -   | 2,557                                 | -  | 364                                   | 364                                      | <b>2,921</b>   |
| Insurance                               | 21,315              | 1,917   | 23,232                                | -  | 5,085                                 | 5,085                                    | <b>28,317</b>  |
| Supplies                                | 12,829              | 1,361   | 14,190                                | 84   | 1,704                                 | 1,788                                    | <b>15,978</b>  |
| Travel                                  | 4,280               | 9   | 4,289                                 | -  | 257                                   | 257                                      | <b>4,546</b>   |
| Printing and publications               | 1,597               | 167   | 1,764                                 | 1,625                                      | 2,662                                 | 4,287                                    | <b>6,051</b>   |
| Dues and licensing fees                 | 4,439               | 5   | 4,444                                 | -  | 1,180                                 | 1,180                                    | <b>5,624</b>   |
| Miscellaneous                           | 106                 | -   | 106                                   | 55   | 5,576                                 | 5,631                                    | <b>5,737</b>   |
| Depreciation                            | -                   | -   | -                                     | -  | 3,600                                 | 3,600                                    | <b>3,600</b>   |
| Postage and printing                    | 291                 | 31  | 322                                   | 23   | 145                                   | 168                                      | <b>490</b>   |
| Client assistance                       | 475                 | -   | 475                                   | -  | -                                     | -  | <b>475</b>   |
| <b>TOTAL EXPENSES</b>                   | <b>\$ 1,218,615</b> | <b>\$ 106,164</b>                             | <b>\$ 1,324,779</b>                   | <b>\$ 18,887</b>                           | <b>\$ 246,388</b>                     | <b>\$ 265,275</b>                        | <b>\$ 1,590,054</b>                                      |

*The accompanying footnotes are an integral part of these financial statements.*

**FAMILY SERVICE OF GREATER NEW ORLEANS**  
**STATEMENT OF FUNCTIONAL EXPENSES**

| <i>For the year ended June 30, 2016</i> | <b>Counseling</b>   | <b>At-Risk<br/>Children<br/>and<br/>Youth</b> | <b>Total<br/>Program<br/>Services</b> | <b>Fundraising<br/>and<br/>Development</b> | <b>Management<br/>and<br/>General</b> | <b>Total<br/>Supporting<br/>Services</b> | <b>Total Program<br/>and<br/>Supporting<br/>Services</b> |
|---|---------------------|---|---------------------------------------|--|---------------------------------------|--|--|
| Salaries                                | \$ 779,065          | \$ 100,425                                    | \$ 879,490                            | \$ 2,940                                   | \$ 131,243                            | \$ 134,183                               | \$ 1,013,673   |
| Employee benefits                       | 76,062              | 10,403  | 86,465                                | -  | 8,702                                 | 8,702                                    | 95,167   |
| Payroll taxes                           | 58,841              | 6,034   | 64,875                                | -  | 9,503                                 | 9,503                                    | 74,378   |
| <b>Total Employee Compensation</b>      | <b>913,968</b>      | <b>116,862</b>                                | <b>1,030,830</b>                      | <b>2,940</b>                               | <b>149,448</b>                        | <b>152,388</b>                           | <b>1,183,218</b>   |
| Occupancy                               | 109,219             | 28,596  | 137,815                               | -  | 22,047                                | 22,047                                   | 159,862  |
| Professional fees                       | 20,556              | 4,299   | 24,855                                | 31,162                                     | 15,752                                | 46,914                                   | 71,769   |
| Marketing and advertising               | 5,683               | 625   | 6,308                                 | 80   | 734                                   | 814                                      | 7,122  |
| Equipment and maintenance               | 28,399              | 4,077   | 32,476                                | 510  | 4,998                                 | 5,508                                    | 37,984   |
| Communications                          | 16,656              | 3,525   | 20,181                                | -  | 1,373                                 | 1,373                                    | 21,554   |
| Conferences and meetings                | 1,776               | -   | 1,776                                 | 15,907                                     | 26,253                                | 42,160                                   | 43,936   |
| Insurance                               | 19,765              | 2,048   | 21,813                                | -  | (1,081)                               | (1,081)                                  | 20,732   |
| Supplies                                | 11,679              | 7,220   | 18,899                                | 33   | 1,850                                 | 1,883                                    | 20,782   |
| Travel                                  | 8,855               | 586   | 9,441                                 | -  | 134                                   | 134                                      | 9,575  |
| Printing and publications               | 1,845               | 783   | 2,628                                 | 4,253                                      | (137)                                 | 4,116                                    | 6,744  |
| Dues and licensing fees                 | 7,030               | 919   | 7,949                                 | -  | 3,749                                 | 3,749                                    | 11,698   |
| Miscellaneous                           | 64                  | -   | 64                                    | 55   | 8,098                                 | 8,153                                    | 8,217  |
| Depreciation                            | -                   | -   | -                                     | -  | 3,700                                 | 3,700                                    | 3,700  |
| Postage and printing                    | 833                 | 163   | 996                                   | 647  | 326                                   | 973                                      | 1,969  |
| Client assistance                       | -                   | 625   | 625                                   | 102  | -                                     | 102                                      | 727  |
| <b>TOTAL EXPENSES</b>                   | <b>\$ 1,146,328</b> | <b>\$ 170,328</b>                             | <b>\$ 1,316,656</b>                   | <b>\$ 55,689</b>                           | <b>\$ 237,244</b>                     | <b>\$ 292,933</b>                        | <b>\$ 1,609,589</b>                                      |

*The accompanying footnotes are an integral part of these financial statements.*

**FAMILY SERVICE OF GREATER NEW ORLEANS**  
**STATEMENTS OF CASH FLOWS**

| <i>For the years ended June 30,</i>  | <b>2017</b>      | <b>2016</b>       |
|--|------------------|-------------------|
| <b>CASH FLOWS FROM OPERATING ACTIVITIES</b>  |                  |                   |
| Changes in net assets  | \$ (37,611)      | \$ (174,556)      |
| Adjustments to reconcile changes in net assets<br>to net cash (used in) provided by operating activities |                  |                   |
| Depreciation expense   | 3,600            | 3,700             |
| Changes in operating assets and liabilities:   |                  |                   |
| Accounts receivable  | (49,401)         | 18,210            |
| Contributions receivable   | 40,684           | 208,320           |
| Prepaid expenses and deposits  | 2,851            | (2,392)           |
| Accounts payable   | 5,566            | (11,150)          |
| Accrued salaries   | (5,993)          | 5,160             |
| Line of credit   | -                | (25,000)          |
| Accrued vacation   | 4,286            | 167               |
| <b>NET CASH (USED IN) PROVIDED BY OPERATING ACTIVITIES</b>   | <b>(36,018)</b>  | <b>22,459</b>     |
| <b>NET CHANGE IN CASH AND CASH EQUIVALENTS</b>   | <b>(36,018)</b>  | <b>22,459</b>     |
| Cash and cash equivalents, beginning of year   | 125,503          | 103,044           |
| <b>CASH AND CASH EQUIVALENTS, END OF YEAR</b>  | <b>\$ 89,485</b> | <b>\$ 125,503</b> |
| <b>RECONCILIATION TO STATEMENTS OF FINANCIAL POSITION</b>  |                  |                   |
| Cash and cash equivalents  | \$ 86,025        | \$ 122,043        |
| Cash restricted for permanent endowment  | 3,460            | 3,460             |
| <b>TOTAL CASH AND CASH EQUIVALENTS</b>   | <b>\$ 89,485</b> | <b>\$ 125,503</b> |
| <b>SUPPLEMENTAL INFORMATION</b>  |                  |                   |
| Cash paid during the year for interest   | \$ 1,213         | \$ 2,754          |

*The accompanying footnotes are an integral part of these financial statements.*

## FAMILY SERVICE OF GREATER NEW ORLEANS NOTES TO FINANCIAL STATEMENTS

### NOTE 1 - NATURE OF ACTIVITIES

#### ***Organization***

Family Service of Greater New Orleans ("Family Service"), a non-profit organization, is a United Way agency and a member agency of the Alliance for Children and Families. Its mission is to strengthen the emotional health and foster the self-sufficiency of families and individuals. Family Service obtains the majority of its funding from governmental grants, private grants, and donor contributions.

Programs and services provided by Family Service are as follows:

#### ***Counseling***

General Counseling - Family Service provides clinical counseling to address a variety of challenges that individuals, children, couples and families face. These challenges can include: depression, anxiety, trauma, abuse, domestic violence, anger, communication, relationships, family dynamics, behavior, life transition, addiction, and many others.

Group Counseling – Family Service offers a variety of group counseling programs for individuals or couples in need of guidance.

Community Based Counseling - Children and adults who currently receive Medicaid can receive mental health services through the Community Based Counseling Program. Services take place in the home, community, or school.

Child Abuse – Family Service provides intensive treatment and support services for families where abuse has been validated. Child abuse cases are referred to Family Service through the Office of Community Services.

Rivarde Detention Center – Family Service clinicians provide 24-hour counseling, suicide assessment, and support services for juveniles in the Rivarde Detention Center, which is located in Harvey, Louisiana.

Batterer Intervention Program – The program is designed to help men and women stop their use of violence in their relationships.

NOLA Dads – The program utilizes individual sessions, educational groups, and mentoring to support young men on their journey of being better dads. The Program follows the 24/7 Dad Program, a curriculum used across the country, to focus on increasing awareness, improving knowledge, and developing the skills to aid in becoming better prepared and more present fathers.

**FAMILY SERVICE OF GREATER NEW ORLEANS  
NOTES TO FINANCIAL STATEMENTS**

**NOTE 1 - NATURE OF ACTIVITIES (CONTINUED)**

***Counseling (Continued)***

Victims of Crime (VOCA) – Family Service offers individual and support groups for victims of violence.

Orleans Parish Drug Court – Family Service provides substance abuse treatment for clients referred through the Orleans Parish District Court. Family Service works collaboratively with the District Court to ensure that clients receive the necessary support to lead safe, drug-free lives.

***At-Risk Children and Youth***

Anger Management – The program is designed to help middle school youth ages 11 to 17 learn how to deal more effectively with violence.

Young Wellness Initiative – Children under age 18 receive school or office-based treatment.

**NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

***Basis of Accounting***

The financial statements of Family Service have been prepared on the accrual basis of accounting, which is in accordance with accounting principles generally accepted in the United States of America.

***Functional Expenses***

The cost of various programs and supporting services has been reported on a functional basis. This requires the allocation of certain costs based on total program costs and estimates made by management. The allocation between the functions is compiled based on actual amounts spent or management's best estimates.

***Equipment and Leasehold Improvements***

Equipment and leasehold improvements greater than \$1,000 are capitalized at their purchase price, or, in the case of a contributed asset, at the estimated fair market value at the date of receipt.

Depreciation is computed using the straight-line method over the following estimated lives:

|                        |          |
|------------------------|----------|
| Equipment              | 5 years  |
| Leasehold improvements | 10 years |

## FAMILY SERVICE OF GREATER NEW ORLEANS NOTES TO FINANCIAL STATEMENTS

### NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

#### *Equipment and Leasehold Improvements (Continued)*

Under certain cost reimbursement contracts with the State of Louisiana, Family Service is allowed to purchase equipment over \$1,000, subject to the provision that upon the termination of the contract this equipment may be claimed by the State. As a result, in conformity with the contract provisions, Family Service has expensed these items in the year of the purchase since the contracts terminate within one (1) to two (2) years. No equipment has been purchased under these cost reimbursement contracts during the years ended June 30, 2017 and 2016.

#### *Income Tax Status*

Family Service is a not-for profit organization that is exempt from income taxes under Section 501(c)(3) of the Internal Revenue Code.

#### *Contributions*

In accordance with Financial Accounting Standards Board (FASB) Accounting Standards Codification (ASC) Topic 958-605, contributions received are recorded as unrestricted, temporarily restricted, or permanently restricted support, depending on the existence and/or nature of any donor restrictions.

Contributions are recognized when the donor makes a promise to give to Family Service that is, in substance, unconditional. Contributions that are restricted by the donor are reported as increases in unrestricted net assets if the restrictions expire in the fiscal year in which the contributions are recognized. All other donor-restricted contributions are reported as increases in temporarily or permanently restricted net assets depending on the nature of restrictions. When a restriction expires, temporarily restricted net assets are reclassified to unrestricted net assets.

Donations of property and equipment are recorded as support at their estimated fair value at the date of donation. Such donations are reported as unrestricted support unless the donor has restricted the donated asset to a specific purpose. Assets donated with explicit restrictions regarding their use and contributions of cash that must be used to acquire property and equipment are reported as restricted support. Absent donor stipulations regarding how long those donated assets must be maintained, Family Service reports expirations of donor restrictions when the donated or acquired assets are placed in service as instructed by the donor. Family Service reclassifies temporarily restricted net assets to unrestricted net assets at that time.

Contributions received during the year whose restrictions are met within the year are recorded as unrestricted revenue on the Statements of Activities.

**FAMILY SERVICE OF GREATER NEW ORLEANS  
NOTES TO FINANCIAL STATEMENTS**

**NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)**

***Accounts and Pledges Receivable and Allowance for Doubtful Accounts***

It is the policy of Family Service to report receivables at net realizable value estimating the allowance for uncollectible accounts based on prior experience and current economic conditions. There was no allowance for doubtful accounts established at June 30, 2017 and 2016. Family Service charges off uncollectible accounts receivable when management determines the receivable will not be collected. Any difference between the direct write-off method and the allowance method is considered immaterial.

***Compensated Absences***

Vacation may be carried forward in accordance with Family Service's policy as follows:

| <u>Length of Service Completed</u> | <u>Maximum Carry-Forward Hours</u> |
|------------------------------------|------------------------------------|
| Less than five (5) years           | 37.5                               |
| Five (5) years or more             | 75                                 |

Accordingly, Family Service has recorded \$34,827 and \$30,541 on the Statements of Financial Position at June 30, 2017 and 2016 for accrued vacation.

***Advertising***

Advertising costs are expensed as incurred. Advertising expenses for the years ended June 30, 2017 and 2016 totaled \$6,940 and \$7,122, respectively.

***Use of Estimates***

The preparation of financial statements in conformity with U.S. generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

***Cash and Cash Equivalents***

For the purposes of the Statements of Cash Flows, Family Service considers all highly liquid investments available for current use with an initial maturity of three months or less to be cash equivalents.

## FAMILY SERVICE OF GREATER NEW ORLEANS NOTES TO FINANCIAL STATEMENTS

### NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

#### *Basis of Presentation*

Family Service follows the provisions of Not-For-Profit Entities Topic of FASB ASC (FASB ASC 958), which establishes external financial reporting for not-for-profit organizations which includes three basis financial statements and classification of resources into three separate categories of net assets, as follows:

- Unrestricted – Net assets which are free of donor imposed restrictions; all revenues, expenses, gains and losses that are not changes in permanently or temporarily restricted net assets.
- Temporarily Restricted – Net assets whose use by Family Service is limited by donor-imposed stipulations that either expire by the passage of time or that can be fulfilled or removed by actions of Family Service pursuant to such stipulations.
- Permanently Restricted – Net assets whose use by Family Service is limited by donor-imposed stipulations that neither expire with the passage of time nor can be fulfilled and removed by actions of Family Service.

#### *Recently Issued Accounting Pronouncements*

In August 2016, the Financial Accounting Standards Board issued Accounting Standards Update (ASU) 2016-14, Not-for-Profit Entities (Topic 958): Presentation of Financial Statements of Not-for-Profit Entities. Under this ASU, net assets will be presented in two classes: net assets with donor restrictions and net assets without donor restrictions. Underwater endowments will be included in net assets with donor restrictions and new or enhanced disclosures regarding the composition of net assets will be required. Disclosures regarding liquidity and availability of resources for general operating expenditures within one year of the date of the statement of financial position must also be presented. The ASU requires expenses to be presented by both nature and function, and investment return will be presented net of investment expenses. Absent specific donor stipulations, Family Service will use the placed-in-service approach for reporting expirations of restrictions on long-lived assets. The ASU is effective for fiscal periods beginning after December 15, 2017, but early adoption is permitted. Adoption of this ASU will impact the presentation and disclosures of Family Service's financial statements. Family Service has not elected to early adopt this standard.

## FAMILY SERVICE OF GREATER NEW ORLEANS NOTES TO FINANCIAL STATEMENTS

### NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

#### *Recently Issued Accounting Pronouncements (Continued)*

In February 2016, the Financial Accounting Standards Board issued Accounting Standards Update (ASU) 2016-02, Leases (Topic 842). Under the new provisions, all lessees will report a right-of-use asset and a liability for the obligation to make payments for all leases with the exception of those leases with a term of 12 months or less. All other leases will fall into one of two categories: 1) Financing leases, similar to capital leases, will require the recognition of an asset and liability, measured at the present value of the lease payments. Interest on the liability will be recognized separately from amortization of the asset and principal repayments will be classified as financing outflows and payments of interest as operating outflows on the statement of cash flows; 2) Operating leases will also require the recognition of an asset and liability measured at the present value of the lease payments. A single lease cost, consisting of interest on the obligation and amortization of the asset, calculated such that the amortization of the asset will increase as the interest amount decreases resulting in a straight-line recognition of lease expense. All cash outflows will be classified as operating on the Statements of Cash Flows. Lessor accounting remains substantially unchanged with the exception that no leases entered into after the effective date will be classified as leveraged leases. For sale leaseback transactions, the sale will only be recognized if the criteria in the new revenue recognition standard are met. If there is no sale, the buyer-lessor does not recognize the transaction as a purchase and consideration paid for the asset is treated as a financing transaction. The ASU is effective for fiscal periods beginning after December 15, 2019, but early adoption is permitted. Family Service has not elected to early adopt this standard.

### NOTE 3 - CASH AND CASH EQUIVALENTS

Family Service maintains cash on deposit with well capitalized banking institutions located in Southeast Louisiana. The balances are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000 for the years ended June 30, 2017 and 2016. At times, the balance may exceed the federally insured amount.

### NOTE 4 – LINE OF CREDIT

Family Service has entered into a line of credit with a commercial bank for \$200,000 that matures annually to borrow funds for operations with a variable interest rate of no less than 4.5%. The line of credit is secured by all the funds on deposit with the bank. Family Service had \$20,000 outstanding per year on the line of credit at June 30, 2017 and 2016.

**FAMILY SERVICE OF GREATER NEW ORLEANS  
NOTES TO FINANCIAL STATEMENTS**

**NOTE 5 - CONTRIBUTIONS RECEIVABLE**

The contributions receivable at June 30, 2017 and 2016 are categorized by source as follows:

| <i>December 31,</i>      | <i>2017</i>       | <i>2016</i>       |
|--------------------------|-------------------|-------------------|
| United Way               | \$ 50,000         | \$ -              |
| Other pledges receivable | 59,316            | 150,000           |
| <b>Total</b>             | <b>\$ 109,316</b> | <b>\$ 150,000</b> |

No discount or allowance for uncollectible amounts has been recorded for these receivables because management considers all amounts collectible and any discount to be insignificant. As of June 30, 2017 and 2016, the amounts receivable were considered to be collectible in less than one year.

**NOTE 6 – EQUIPMENT AND LEASEHOLD IMPROVEMENTS**

Equipment and leasehold improvements consisted of the following:

| <i>December 31,</i>      | <i>2017</i>     | <i>2016</i>     |
|--------------------------|-----------------|-----------------|
| Equipment                | \$ 374,959      | \$ 374,959      |
| Leasehold improvements   | 155,686         | 155,686         |
| Accumulated depreciation | (525,438)       | (521,838)       |
| <b>Total</b>             | <b>\$ 5,207</b> | <b>\$ 8,807</b> |

Depreciation expense for the years ended June 30, 2017 and 2016 totaled \$3,600 and \$3,700, respectively.

**NOTE 7 - RETIREMENT PLAN**

Family Service offers a defined contribution retirement plan for full-time employees over 21 years old having at least one (1) year of service. Contributions to the plan are at the discretion of the Board of Directors. The amounts in a participant's account are 100% vested upon the attainment of the employee's normal retirement age or, if earlier, upon meeting the applicable vesting requirements listed below.

| <u>Years of Vesting Service</u> | <u>Vesting Percentage</u> |
|---------------------------------|---------------------------|
| Less than 2                     | 0%                        |
| 2                               | 20%                       |
| 3                               | 50%                       |
| 4                               | 75%                       |
| 5                               | 100%                      |

**FAMILY SERVICE OF GREATER NEW ORLEANS  
NOTES TO FINANCIAL STATEMENTS**

**NOTE 7 - RETIREMENT PLAN (CONTINUED)**

Defined contribution retirement plan expense for the years ended June 30, 2017 and 2016 totaled \$19,438 and \$18,830, respectively.

**NOTE 8 - COMMITMENTS**

Family Service conducted operations at two (2) locations in the New Orleans, Louisiana metro area, one (1) office on Canal Street and one (1) office on Tulane Avenue.

Rental expense for occupancy amounted to \$152,467 and \$159,862 for the years ended June 30, 2017 and 2016, respectively. In addition, Family Service has six (6) operating leases for office equipment. The leases have various terms, monthly payment amounts, and expiration dates through 2020. Equipment lease expense was \$15,475 and \$15,148 for the years ended June 30, 2017 and 2016, respectively.

Future minimum commitments under all operating lease agreements are as follows:

|      |    |              |
|------|----|--------------|
| 2018 | \$ | 2,391        |
| 2019 |    | 900          |
| 2020 |    | 450          |
|      | \$ | <u>3,741</u> |

**NOTE 9 - CONCENTRATIONS**

Family Service received \$79,149 and \$55,339 from United Way during fiscal years 2017 and 2016, respectively. These contributions represent 5% and 4% of total support and revenue for the years ended June 30, 2017 and 2016, respectively.

At June 30, 2017, Family Service had contributions receivable from the United Way totaling and \$50,000, which represents approximately 14% of total assets. There was no receivable from the United Way at June 30, 2016.

For the year ended June 30, 2017, approximately 56% of Family Service's revenues came from governmental agencies, approximately 5% of revenues came from allocations from the United Way, approximately 6% came from program service fees, approximately 22% came from private grants and approximately 3% came from contributions. For the year ended June 30, 2016, approximately 62% of Family Service's revenues came from fees and grants from governmental agencies, approximately 4% of revenues came from allocations from the United Way, approximately 16% came from program service fees, approximately 16% came from private grants and approximately 3% came from contributions.

**FAMILY SERVICE OF GREATER NEW ORLEANS  
NOTES TO FINANCIAL STATEMENTS**

**NOTE 10 – UNCERTAIN TAX POSITIONS**

Accounting principles generally accepted in the United States of America require Family Service’s management to evaluate tax positions taken by the Family Service and recognize a tax liability if Family Service has taken an uncertain position that more likely than not would not be sustained upon examination by the Internal Revenue Service. Family Service’s management has analyzed the tax positions taken by Family Service, and has concluded that as of June 30, 2017 and 2016, there are no uncertain positions taken or expected to be taken that would require recognition of a liability or disclosure in the financial statements. Family Service is subject to routine audits by taxing jurisdictions; currently no tax audits are ongoing.

**NOTE 11 - NET ASSETS**

***Temporarily Restricted Net Assets***

Temporarily restricted net assets are available for the following purposes:

| <i>June, 30</i>               | <i>2017</i>       | <i>2016</i>       |
|-------------------------------|-------------------|-------------------|
| Counseling program activities | \$ 232,096        | \$ 210,945        |
| Clinical symposium            | 7,665             | 7,665             |
| <b>Total</b>                  | <b>\$ 239,761</b> | <b>\$ 218,610</b> |

***Permanently Restricted Net Assets***

Permanently restricted net assets are restricted to investment in perpetuity, the income from which is restricted for general activities. For the years ended June 30, 2017 and 2016, the associated assets are included on the Statements of Financial Position as cash equivalents restricted for permanent endowment in the amount of \$3,460 per year.

**NOTE 12 – FUNDRAISING EXPENSES**

Fundraising expenses consist primarily of expenses associated with Family Service’s two (2) annual fundraising events. Total fundraising costs were approximately \$- and \$43,936 and were approximately 0% and 37% of gross fundraising revenues for the years ended June 30, 2017 and 2016, respectively.

**NOTE 13 – BOARD OF DIRECTORS COMPENSATION**

The Board of Directors serves and directs Family Service on a voluntary basis. The Board does not receive compensation.



## FAMILY SERVICE OF GREATER NEW ORLEANS NOTES TO FINANCIAL STATEMENTS

### **NOTE 14 – LIQUIDITY**

Family Service has experienced significant losses from declines in contributions and grants over the past few years. This has resulted in a net loss for the years ended June 30, 2017 and 2016 and negative cash flows for the year ended June 30, 2017. Management’s plan to correct the issue is to increase Board involvement and use the resources of both management and the Board to significantly increase the contributions, grants, and fundraising of Family Service. Management has secured recurring funding for the subsequent year as well as new funding and is currently planning addition and expansion of two major fundraisers to occur annually in the future as well as some reductions to expenses (including payroll, occupancy, and other significant expenses).

Family Service’s management believes the combined impact of these changes will result in significant increases to Family Service’s financial viability into the future. Family Service’s ability to achieve its goals is dependent upon the continued success of management’s plans and continued liquidity.

### **NOTE 15 – SUBSEQUENT EVENTS**

Subsequent events have been evaluated through May 21, 2018, the date the financial statements were available to be issued and no events material to the financial statements were noted for disclosure.



**REPORTS REQUIRED BY  
*GOVERNMENT AUDITING  
STANDARDS***



Carr, Riggs & Ingram, LLC  
111 Veterans Memorial Blvd.  
Suite 350  
Metairie, Louisiana 70005

(504) 833-2436  
(504) 484-0807 (fax)  
www.CRIcpa.com

**INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS**

President and Board of Directors of  
Family Service of Greater New Orleans  
New Orleans, Louisiana

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of Family Service of Greater New Orleans (a non-profit organization) ("Family Service"), which comprise the Statement of Financial Position as of June 30, 2017, and the related Statements of Activities, Functional Expenses, and Cash Flows for the year then ended, and the related notes to the financial statements, and have issued our report thereon dated May 21, 2018.

**Internal Control Over Financial Reporting**

In planning and performing our audit of the financial statements, we considered Family Service's internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of Family Service's internal control. Accordingly, we do not express an opinion on the effectiveness of Family Service's internal control.

*A deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness* is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of Family Service's financial statements will not be prevented, or detected and corrected on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

## **Compliance and Other Matters**

As part of obtaining reasonable assurance about whether Family Service's financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed one instance of noncompliance or other matters that is required to be reported under *Government Auditing Standards* (See Finding 2017-001 in the Schedule of Findings and Responses).

### **Family Service's Response to the Finding**

Family Service's response to the finding identified in our audit is described in the accompanying schedule of findings and responses. Family Service's response was not subjected to the auditing procedures applied in the audit of the financial statements and, accordingly, we express no opinion on it.

### **Purpose of this Report**

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of Family Service's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Family Service's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

*Car, Riggs & Ingram, L.L.C.*

May 21, 2018



**SUPPLEMENTARY INFORMATION**

**FAMILY SERVICE OF GREATER NEW ORLEANS**

**SCHEDULE OF SUPPORT, REVENUES AND EXPENSES IN ACCORDANCE WITH UNITED WAY REQUIREMENTS**

**(UNAUDITED)**

For the year ended June 30, 2017

|  | Supporting Services |                           |                  | Program Services             |                     |                                  |
|--|---------------------|---------------------------|------------------|------------------------------|---------------------|----------------------------------|
|  | Agency<br>Total     | Management<br>and General | Fund<br>Raising  | Total<br>Program<br>Services | Counseling          | At-Risk<br>Children<br>and Youth |
| <b>REVENUE:</b>                          |                     |                           |                  |                              |                     |                                  |
| Fund Raising/ Self Support               | \$ 43,628           | \$ 9,966                  | \$ 33,464        | \$ 198                       | \$ 198              | \$ -                             |
| Program Service Fees                     | 88,143              | -                         | -                | 88,143                       | 88,143              | -                                |
| Governmental Grants/Contracts            | 874,378             | -                         | -                | 874,378                      | 859,643             | 14,735                           |
| Other Foundations or National Grants     | 347,000             | 20,000                    | 2,000            | 325,000                      | 325,000             | -                                |
| Other Revenue                            | 120,145             | 120,142                   | -                | 3                            | 3                   | -                                |
| <b>TOTAL SELF-GENERATED REVENUE</b>      | <b>1,473,294</b>    | <b>150,108</b>            | <b>35,464</b>    | <b>1,287,722</b>             | <b>1,272,987</b>    | <b>14,735</b>                    |
| Other United Way Allocations             |                     |                           |                  |                              | -                   | -                                |
| United Way/Federated Fund Raising        | 79,149              | 25,878                    | -                | 53,271                       | 28,271              | 25,000                           |
| <b>GRAND TOTAL REVENUE</b>               | <b>\$ 1,552,443</b> | <b>\$ 175,986</b>         | <b>\$ 35,464</b> | <b>\$ 1,340,993</b>          | <b>\$ 1,301,258</b> | <b>\$ 39,735</b>                 |
| <b>EXPENSES:</b>                         |                     |                           |                  |                              |                     |                                  |
| Salaries                                 | \$ 1,030,705        | \$ 136,970                | \$ -             | \$ 893,735                   | \$ 824,568          | \$ 69,167                        |
| Benefits                                 | 97,698              | 9,178                     | -                | 88,520                       | 81,918              | 6,602                            |
| Taxes                                    | 74,233              | 7,573                     | -                | 66,660                       | 62,108              | 4,552                            |
| Occupancy Expenses                       | 152,467             | 16,214                    | -                | 136,253                      | 119,013             | 17,240                           |
| Travel & Transportation                  | 4,546               | 257                       | -                | 4,289                        | 4,280               | 9                                |
| Office Supplies                          | 15,978              | 1,704                     | 84               | 14,190                       | 12,829              | 1,361                            |
| Printing                                 | 6,541               | 2,807                     | 1,648            | 2,086                        | 1,888               | 198                              |
| Direct Assistance to Individuals         | 475                 | -                         | -                | 475                          | 475                 | -                                |
| Other                                    | 203,811             | 68,085                    | 17,155           | 118,571                      | 111,536             | 7,035                            |
| <b>GRAND TOTAL EXPENSES</b>              | <b>\$ 1,586,454</b> | <b>\$ 242,788</b>         | <b>\$ 18,887</b> | <b>\$ 1,324,779</b>          | <b>\$ 1,218,615</b> | <b>\$ 106,164</b>                |
| <b>NET DIFFERENCE</b>                    | <b>\$ (34,011)</b>  | <b>\$ (66,802)</b>        | <b>\$ 16,577</b> | <b>\$ 16,214</b>             | <b>\$ 82,643</b>    | <b>\$ (66,429)</b>               |
| Depreciation                             | 3,600               | 3,600                     | -                | -                            | -                   | -                                |
| <b>Net Difference After Depreciation</b> | <b>\$ (37,611)</b>  | <b>\$ (70,402)</b>        | <b>\$ 16,577</b> | <b>\$ 16,214</b>             | <b>\$ 82,643</b>    | <b>\$ (66,429)</b>               |
| Total Direct Program Expenses            |                     |                           |                  | \$ 1,324,779                 | \$ 1,218,615        | \$ 106,164                       |
| Percentage of Total Program Expenses     |                     |                           |                  | 100%                         | 92%                 | 8%                               |
| Distribution of M&G Expenses             |                     |                           |                  | \$ 261,676                   | \$ 240,705          | \$ 20,971                        |
| Grand Total Program Expenses             |                     |                           |                  | \$ 1,586,455                 | \$ 1,459,320        | \$ 127,135                       |
| Unduplicated People Served               |                     |                           |                  | 2,100                        |                     |                                  |
| Cost per Person                          |                     |                           |                  | \$ 755                       |                     |                                  |

*See independent auditors' report.*

**FAMILY SERVICE OF GREATER NEW ORLEANS  
SCHEDULE OF COMPENSATION, BENEFITS AND  
OTHER PAYMENTS MADE TO AGENCY HEAD**

*For the year ended June 30,*

*2017*

**Agency Head Name:** Debra Morton, President and CEO

| <b>Purpose</b>                 | <b>Total</b>      |
|--------------------------------|-------------------|
| Salary                         | \$ 111,242        |
| Benefits-Fica and Medicare     | 8,510             |
| Benefits-retirement            | 3,300             |
| Benefits-health insurance      | 3,226             |
| Benefits-life insurance        | 711               |
| Benefits-long term disability  | 449               |
| Workers comp                   | 278               |
| Reimbursements                 | 241               |
| Travel                         | 72                |
| Deferred compensation          | -                 |
| Car allowance                  | -                 |
| Vehicle provided by government | -                 |
| Cell phone                     | -                 |
| Dues                           | -                 |
| Vehicle rental                 | -                 |
| Per diem                       | -                 |
| Registration fees              | -                 |
| Conference travel              | -                 |
| Unvouchered expenses           | -                 |
| Meetings and conventions       | -                 |
| Other                          | -                 |
|                                | <b>\$ 128,029</b> |

*See independent auditors' report.*

## FAMILY SERVICE OF GREATER NEW ORLEANS SCHEDULE OF FINDINGS AND RESPONSES

### SECTION I – SUMMARY OF AUDITORS’ REPORTS

1. The auditors’ report expresses an unmodified opinion on the financial statements of Family Service of Greater New Orleans (Family Service) (a non-profit organization).
2. No instances of noncompliance material to the financial statements of Family Service were disclosed and identified during the audit.
3. One instance of noncompliance with laws, rules, and regulations was disclosed and identified during the audit.

### SECTION II – FINDINGS RELATED TO FINANCIAL STATEMENTS

No findings noted.

### SECTION III - FINDINGS RELATED TO COMPLIANCE AND OTHER MATTERS

#### 2017-001 – LATE REPORT FILING

**Criteria:** Family Service is required to submit audited financial statements with the Louisiana Legislative Auditor within six (6) months of year-end according to LA R.S. 24:513.

**Condition:** Family Service did not submit the audited financial statements within six (6) months of year-end.

**Effect:** Late filing of the audited financial statements results in Family Service being placed on the Louisiana Legislative Auditor’s non-compliance list, which could result in decreased funding for Family Service.

**Cause:** There was a change in key management personnel near the filing deadline that caused a delay in providing information necessary to complete the audit timely.

**Auditors’ Recommendation:** We recommend that the President and CEO of Family Service with the assistance of the Board of Directors design and implement policies and procedures to ensure filing of the audited financial statements within the required six (6) month timeframe after year-end.

**Management’s Response and Current Status:** Unable to be resolved until the subsequent year’s filing period. Management obtained extensions from the Louisiana Legislative Auditor as necessary to submit the audited financial statements. Management is now in a position to initiate the audit process soon after fiscal year-end to ensure timely completion of future audits.



**FAMILY SERVICE OF GREATER NEW ORLEANS  
SUMMARY SCHEDULE OF PRIOR YEAR FINDINGS**

**SECTION II – FINDINGS RELATED TO FINANCIAL STATEMENTS**

No findings noted.

**SECTION III – FINDINGS RELATED TO COMPLIANCE AND OTHER MATTERS**

No findings noted.

# **FAMILY SERVICE OF GREATER NEW ORLEANS**

## **Statewide Agreed-Upon Procedures Report**

**For the Year Ended June 30, 2017**



**CRI** CARR  
RIGGS &  
INGRAM  
CPAs and Advisors

[CRIcpa.com](http://CRIcpa.com)



**Family Service of Greater New Orleans  
Table of Contents  
June 30, 2017**

**REPORT REQUIRED BY THE LOUISIANA LEGISLATIVE AUDITOR**

Independent Accountants' Report on Applying Agreed-Upon Procedures 1



Carr, Riggs & Ingram, LLC  
111 Veterans Memorial Blvd.  
Suite 350  
Metairie, Louisiana 70005

(504) 833-2436  
(504) 484-0807 (fax)  
www.CRIcpa.com

## INDEPENDENT ACCOUNTANTS' REPORT ON APPLYING AGREED-UPON PROCEDURES

Board of Directors of  
Family Service of Greater New Orleans  
New Orleans, Louisiana

We have performed the procedures enumerated below, which were agreed to by Family Service of Greater New Orleans (Family Service) and the Louisiana Legislative Auditor (LLA) on the control and compliance (C/C) areas identified in the LLA's Statewide Agreed-Upon Procedures (SAUPs) for the fiscal period July 1, 2016 through June 30, 2017. Family Service's management is responsible for those C/C areas identified in the SAUPs.

This agreed-upon procedures engagement was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants and applicable standards of *Government Auditing Standards*. The sufficiency of these procedures is solely the responsibility of the specified users of this report. Consequently, we make no representation regarding the sufficiency of the procedures described below either for the purpose for which this report has been requested or for any other purpose.

The procedures and associated results are as follows:

### ***Written Policies and Procedures***

---

1. Obtained Family Service's written policies and procedures and observed that those written policies and procedures address each of the following financial/business functions:

a) ***Budgeting***, including preparing, adopting, monitoring, and amending the budget.

**Results:** No exceptions noted.

b) ***Purchasing***, including (1) how purchases are initiated; (2) how vendors are added to the vendor list; (3) the preparation and approval process of purchase requisitions and purchase orders; (4) controls to ensure compliance with the public bid law; and (5) documentation required to be maintained for all bids and price quotes.

**Results:** The policy for purchasing does not address the process for adding new vendors into the system, the controls for ensuring compliance with public bid law, nor does it specify how long documentation from bids or quotes should be maintained on file.

- c) **Disbursements**, including processing, reviewing, and approving.

**Results:** No exceptions noted.

- d) **Receipts**, including receiving, recording, and preparing deposits.

**Results:** No exceptions noted.

- e) **Payroll/Personnel**, including (1) payroll processing, and (2) reviewing and approving time and attendance records, including leave and overtime worked.

**Results:** No exceptions noted.

- f) **Contracting**, including (1) types of services requiring written contracts, (2) standard terms and conditions, (3) legal review, (4) approval process, and (5) monitoring process.

**Results:** The policy for contracting does not specify the types of services requiring written contracts, identify standard terms and conditions for contracts, require legal review of contracts, or document the approval and monitoring process of contracts.

- g) **Credit Cards (and debit cards, fuel cards, P-Cards, if applicable)**, including (1) how cards are to be controlled, (2) allowable business uses, (3) documentation requirements, (4) required approvers, and (5) monitoring card usage.

**Results:** No exceptions noted.

- h) **Travel and expense reimbursement**, including (1) allowable expenses, (2) dollar thresholds by category of expense, (3) documentation requirements, and (4) required approvers.

**Results:** The policy for travel and expense reimbursements does not include the dollar thresholds for expenses by category of expenses.

## **Board**

---

- 2. Obtained and inspected the board minutes for the fiscal period, and:

- a) Observed that the managing board met (with a quorum) on a frequency in accordance with the board's bylaws.

**Results:** No exceptions noted.

- b) Observed that the minutes obtained and inspected in a) above either referenced or included monthly budget-to-actual comparisons.

**Results:** No exceptions noted.

- If the budget-to-actual comparisons showed that management was deficit spending during the fiscal period, observed that there was a formal/written plan to eliminate the deficit spending for those entities with a fund balance deficit. If there was a formal/written plan, observed that the meeting minutes for at least one board meeting during the fiscal period reflect that the board is monitoring the plan.

**Results:** No deficit spending was noted in the budget-to-actual comparisons.

- c) Observed that the minutes obtained and inspected in a) above either referenced or included non-budgetary financial information (e.g. approval of contracts and disbursements) for at least one meeting during the fiscal period.

**Results:** No exceptions noted.

### ***Bank Reconciliations***

---

- 3. Obtained a listing of client bank accounts for the fiscal period from management and management's representation that the listing is complete.

**Results:** No exceptions noted.

- 4. Using the listing obtained from management in #3 above, selected all three (3) of Family Service's bank accounts. For each of the bank accounts selected, obtained bank statements and reconciliations for all months in the fiscal period and observed that:

- a) Bank reconciliations had been prepared;

**Results:** No exceptions noted.

- b) Bank reconciliations included evidence that a member of management or a board member (with no involvement in the transactions associated with the bank account) had reviewed each bank reconciliation; and

**Results:** Family Service management does not conduct an internal review of the bank reconciliations completed by the external accountant.

- c) If applicable, management had documentation reflecting that it had researched reconciling items that had been outstanding for more than 6 months as of the end of the fiscal period.

**Results:** Not applicable as there were no reconciling items that had been outstanding for more than 6 months as of the end of the fiscal period.

## **Collections**

---

5. Obtained a listing of cash/check/money order (cash) collection locations for the fiscal period and management's representation that the listing is complete.

**Results:** No exceptions noted.

6. Using the listing provided by management in #5 above, selected Family Service's one cash collection location. For each cash collection location selected:

- a) Obtained existing written documentation (e.g. insurance policy, policy manual, job description) and inspected the documentation obtained to determine that each person responsible for collecting cash is (1) bonded, or there is sufficient general liability insurance covering each person, (2) not responsible for depositing the cash in the bank, recording the related transaction, or reconciling the related bank account (report if there are compensating controls performed by an outside party), and (3) not required to share the same cash register or drawer with another employee.

**Results:** No exceptions noted.

- b) Obtained existing written documentation (e.g. sequentially numbered receipts, system report, reconciliation worksheets, policy manual) and observed whether Family Service has a formal process to reconcile cash collections to the general ledger and/or subsidiary ledgers, by revenue source and/or agency fund additions, by a person who is not responsible for cash collections in the cash collection location selected.

**Results:** No exceptions noted.

- c) Selected the highest (dollar) week of cash deposits from the general ledger during the fiscal period and:

- Using the Family Service receipt book and bank statements, traced daily collections to the deposit date on the corresponding bank statement and reported whether the deposits were made within one day of collection. If deposits were not made within one day of collection, report the number of days from receipt to deposit for each day at each collection location.

**Results:** Cash collection deposits ranged from two (2) to four (4) days after physical collection.

- Using the Family Service receipt book and therapist logs, observed that daily cash collections are completely supported by documentation.

**Results:** No exceptions noted.

7. Obtained existing written documentation (e.g. policy manual, written procedure) and observed whether Family Service has a process specifically defined (identified as such by Family Service) to determine completeness of all collections, including electronic transfers, for each revenue source (e.g. periodic confirmation with outside parties) by a person who is not responsible for collections.

**Results:** No exceptions noted.

***Disbursements – General (excluding credit card/debit card/fuel card/P-Card purchases or payments)***

---

8. Obtained a listing of entity disbursements for the fiscal period from management. Obtained management’s representation that the listing or general ledger population is complete.

**Results:** No exceptions noted.

9. Using the disbursement population from #8 above, selected 25 disbursements during the fiscal period, excluding credit card/debit card/fuel card/P-card purchases or payments. Obtained supporting documentation (e.g. purchase requisitions, system screens/logs) for each transaction and determined that the supporting documentation for each transaction demonstrated that:

- a) Purchases were initiated using a requisition/purchase order system or an equivalent system that separates initiation from approval functions in the same manner as a requisition/purchase order system.

**Results:** No exceptions noted.

- b) Purchase orders, or an equivalent, were approved by a person who did not initiate the purchase.

**Results:** Family Service does not require an additional approval for the purchases initiated by the President/CEO.

- c) Payments for purchases were not processed without (1) an approved requisition and/or purchase order, or electronic equivalent; a receiving report showing receipt of goods purchased, or electronic equivalent; and an approved invoice.

**Results:** No exceptions noted.

10. Using electronic system control documentation, observed that the person responsible for processing payments is prohibited from adding vendors to Family Service's purchasing/disbursement system.

**Results:** The Accounting Manager is in charge of processing accounts payable and has access to the vendor listing in the accounting software.

11. Using the Family Service written procedures, observed that the persons with signatory authority or who make the final authorization for disbursements have no responsibility for initiating or recording purchases.

**Results:** The President/CEO is allowed to initiate purchases and is not required to obtain board approval for regular day-to-day transactions.

12. Inquired of management and observed that the supply of unused checks is maintained in a locked location with access restricted to those persons (as identified by Family Service) that do not have signatory authority. Alternately, if the checks are electronically printed on blank check stock, inspected entity documentation (electronic system control documentation) and observed that only the persons with signatory authority have system access to print checks.

**Results:** No exceptions noted.

13. If a signature stamp or signature machine is used, inquired of the signer to determine that his or her signature is maintained under his or her control or is used only with the knowledge and consent of the signer. Inquired of the signer to determine that signed checks are likewise maintained under the control of the signer or authorized user until mailed.

**Results:** Noted no use of signature stamp or signature machine.

#### ***Credit Cards/Debit Cards/Fuel Cards/P-Cards***

---

14. Obtained from management a listing of all active credit cards, bank debit cards, fuel cards, and P-cards (cards) in effect during the fiscal period, including the card numbers and the names of the persons who maintained possession of the cards. Obtained management's representation that the listing is complete.

**Results:** No exceptions noted.

15. Using the listing obtained from management in #14 above, selected three (3) of the cards used during the fiscal period. Obtained the monthly statements for the selected cards for the fiscal period. Selected the monthly statement with the largest dollar activity for each card and:

a) Observed that the monthly statement and supporting documentation was reviewed and approved, in writing, by someone other than the authorized card holder.

**Results:** No exceptions noted.

- b) Observed that no finance charges and/or late fees were assessed on the selected statements.

**Results:** No exceptions noted.

16. Using the monthly statements selected under #15 above, obtained supporting documentation as follows for all transactions for each of the cards selected.

- a) For each transaction, observed that the transaction is supported by:

- An original itemized receipt (i.e., identifies precisely what was purchased).

**Results:** No exceptions noted.

- Documentation of the business/public purpose, if not evident from the invoice. For meal charges, there should also be documentation of the individuals participating.

**Results:** No exceptions noted.

- Other documentation that may be required by written policy (purchases must be authorized by Supervisor or President/CEO if greater than \$100.)

**Results:** No exceptions noted.

- b) For each transaction, compared the transaction's detail (nature of purchase, dollar amount of purchase, supporting documentation) to Family Service's written purchasing/disbursement policies and the Louisiana Public Bid Law (i.e. transaction is a large or recurring purchase requiring the solicitation of bids or quotes) and determined that the transaction complied with the requirements.

**Results:** No exceptions noted.

- c) For each transaction, compared Family Service's documentation of the business/public purpose to the requirements of Article 7, Section 14 of the Louisiana Constitution, which prohibits the loan, pledge, or donation of funds, credit, property, or things of value, and determined that the transaction complied with the requirements (e.g. cash advances or non-business purchases, regardless whether they are reimbursed).

**Results:** No exceptions noted.

## ***Travel and Expense Reimbursement***

---

17. Obtained from management a listing of all travel and related expense reimbursements, by person, during the fiscal period. Obtained management's representation that the listing is complete.

**Results:** No exceptions noted.

18. Obtained Family Service's written policies related to travel and expense reimbursements. Compared the amounts in the policies to the per diem and mileage rates established by the U.S. General Services Administration ([www.gsa.gov](http://www.gsa.gov)) and reported any amounts that exceed GSA rates.

**Results:** No exceptions noted.

19. Using the listing or general ledger detail from #17 above, selected the three persons who received the highest reimbursements during the fiscal period. Obtained the expense reimbursement reports or prepaid expense documentation of each selected person for the fiscal period, including the supporting documentation, and chose the largest travel expense for each person to review in detail. For each of the three travel expenses selected:

a) Compared expense documentation to written policies and observed that each expense was reimbursed or prepaid in accordance with written policy (e.g., rates established for meals, mileage, lodging). Compared to the GSA rates (#18 above) and reported each reimbursement that exceeded those rates.

**Results:** No exceptions noted.

b) Observed that each expense is supported by:

➤ An original itemized receipt that identifies precisely what was purchased.

**Results:** No exceptions noted.

➤ Documentation of the business/public purpose if not evident from the support (Note: For meal charges, there should also be documentation of the individuals participating).

**Results:** No exceptions noted.

➤ Other documentation as may be required by written policy (reimbursements must be authorized by Supervisor or President/CEO if greater than \$100).

**Results:** No exceptions noted.

- c) Compared Family Service's documentation of the business/public purpose to the requirements of Article 7, Section 14 of the Louisiana Constitution, which prohibits the loan, pledge, or donation of funds, credit, property, or things of value, and determined that the transaction complied with the requirements (e.g. hotel stays that extend beyond conference periods or payment for the travel expenses of a spouse).

**Results:** No exceptions noted.

- d) Observed that each expense and related documentation was reviewed and approved, in writing, by someone other than the person receiving reimbursement.

**Results:** No exceptions noted.

### ***Contracts***

---

20. Obtained a listing of all contracts in effect during the fiscal period. Obtained management's representation that the listing or general ledger is complete.

**Results:** No exceptions noted.

21. Using the listing or general ledger detail from #20 above, selected the three contract "vendors" during the fiscal period (excluding purchases on state contract and excluding payments to the practitioner). Obtained the related contracts and paid invoices during the fiscal period related to the vendors selected and:

- a) Observed that there is a formal/written contract that supports the services arrangement and the amount paid.

**Results:** No exceptions noted.

- b) Compared each contract's detail to the Louisiana Public Bid Law or Procurement Code. Determined whether each contract is subject to the Louisiana Public Bid Law or Procurement Code and:

- If yes, obtained/compared supporting contract documentation to legal requirements and observed that Family Service complied with all legal requirements (e.g., solicited quotes or bids, advertisement, selected lowest bidder).

**Results:** Not applicable as none of the 3 contracts tested were subject to Public Bid Law or Procurement Code.

- If no, obtained supporting contract documentation and observed that Family Service solicited quotes as a best practice.

**Results:** No exceptions noted.

- c) Determined whether the contract was amended. If so, determined the scope and dollar amount of the amendment and observed that the original contract terms contemplated or provided for such an amendment.

**Results:** No amendments were noted.

- d) Selected the largest payment from each of the contracts, obtained the supporting invoice, compared the invoice to the contract terms, and observed that the invoice and related payment complied with the terms and conditions of the contract.

**Results:** No exceptions noted.

- e) Obtained/inspected contract documentation and board minutes and observed that there is documentation of board approval, if required by policy or law (e.g. Lawrason Act or Home Rule Charter).

**Results:** Not applicable as there is no board policy or law that requires documentation of board approval of contracts.

### ***Payroll and Personnel***

---

- 22. Obtained a listing of employees during the fiscal period with their related salaries, and obtained management's representation that the listing is complete. Randomly selected five employees, obtain their personnel files, and:

- a) Determined compensation paid to each employee during the fiscal period and observed that payments were made in strict accordance with the terms and conditions of the employment contract as observed in the employees' personnel files.

**Results:** No exceptions noted.

- b) Inspected changes made to hourly pay rates/salaries during the fiscal period and observed that those changes were approved in writing and in accordance with written policy.

**Results:** No rate/salary changes noted.

- 23. Obtained attendance and leave records for the fiscal period and selected one pay period in which leave has been taken by at least one employee. Within that pay period, selected eight (8) employees, and:

- a) Observed that all selected employees documented their daily attendance and leave (e.g., vacation, sick, compensatory) through review of therapist logs and, as applicable, PTO forms.

**Results:** No exceptions noted.

- b) Observed that there is written documentation that supervisors approved, electronically or in writing, the attendance and leave of the selected employees.

**Results:** No exceptions noted.

- c) Observed that there is written documentation that Family Service maintained written leave records (e.g., hours earned, hours used, and balance available) on those selected employees that earn leave.

**Results:** No exceptions noted.

- 24. Obtained from management a list of those employees that terminated during the fiscal period and management's representation that the list is complete. Selected the two largest termination payments (e.g., vacation, sick, compensatory time) made during the fiscal period and obtained the personnel files for the two employees. Observed that the termination payments were made in strict accordance with policy and/or contract and approved by management.

**Results:** No exceptions noted.

- 25. Obtained supporting documentation (e.g. cancelled checks, EFT documentation) relating to payroll taxes and retirement contributions during the fiscal period. Observed that the employee and employer portions of payroll taxes and retirement contributions, as well as the required reporting forms, were submitted to the applicable agencies by the required deadlines.

**Results:** No exceptions noted.

***Other***

---

- 31. Inquired of management whether Family Service had any misappropriations of public funds or assets during the fiscal period.

**Results:** Not applicable as there were no misappropriations noted.

- 32. Observed that Family Service has posted on its premises and website, the notice required by R.S. 24:523.1.

**Results:** No exceptions noted.

- 33. If we observed or otherwise identified any exceptions regarding management's representations in the procedures above, we reported the nature of each exception.

**Results:** No exceptions noted other than those listed in the procedures above.

We were not engaged to and did not conduct an examination or review, the objective of which would be the expression of an opinion or conclusion, respectively, on those C/C areas identified in the SAUPs. Accordingly, we do not express such an opinion or conclusion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

The purpose of this report is solely to describe the scope of testing performed on those C/C areas identified in the SAUPs, and the result of that testing, and not to provide an opinion on control or compliance. Accordingly, this report is not suitable for any other purpose. Under Louisiana Revised Statute 24:513, this report is distributed by the LLA as a public document.

*Cau, Riggs & Ingram, L.L.C.*

May 21, 2018

# FAMILY SERVICE

OF GREATER NEW ORLEANS

NEW ORLEANS  
2515 Canal Street #201  
New Orleans, LA 70119  
504-822-0800  
FAX 504-822-0831  
family@fsgno.org  
www.fsgno.org

## Board of Directors

Robert Nolan  
*Chairman*  
Norman Francis  
*1<sup>st</sup> Vice Chairman*  
Cathi Fontenot  
*2<sup>nd</sup> Vice Chairman*  
Michael Todd  
*Treasurer*  
Jean Taylor  
*Secretary*  
Adrienne Colella  
*Past Chair*

Shanice Bickham  
Hattie Broussard  
James Carter  
Joan Coulter  
Sandra McClain Cutrera  
Harrison Frampton  
Juli Miller Hart  
Gary Huntley  
L. Blake Jones  
Clarice Kirkland  
Gloria Normann  
Sherri O'Bell  
Kathleen Robert  
Elizabeth Ryan  
Carroll Suggs

Debra Morton, Ph.D., LCSW  
*President/CEO*

## Honorary Board

Bridget Bories  
Robert Brown  
Angela Hill  
William Oberhelman  
Joyce Pulitzer  
Robert Quintana  
Sally Wolfe

May 15, 2018

Louisiana Legislative Auditor  
1600 North 3<sup>rd</sup> Street  
P.O. Box 94397  
Baton Rouge, LA 70804-9397

And

Carr, Riggs & Ingram, LLC  
111 Veterans Blvd.  
Suite 350  
Metairie, LA 70005

RE: Management's Response to Statewide Agreed-Upon Procedures  
Family Service of Greater New Orleans

Dear Sirs:

Family Service of Greater New Orleans will review policies and procedures in regard to the comments for each financial function and made appropriate changes that will improve operations and internal controls in each area that are cost effective and within our budget constraints.

Sincerely,

  
Debra Morton  
President and CEO



STRENGTHENING FAMILY AND COMMUNITY FOR OVER 100 YEARS