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## Report Highlights

# Louisiana Department of Veterans Affairs

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### Why We Conducted This Work

We performed certain procedures at the Louisiana Department of Veterans Affairs (LDVA) to evaluate certain controls that LDVA uses to ensure accurate financial reporting, compliance with applicable laws and regulations, and to provide overall accountability over public funds for the period July 1, 2016, through June 30, 2018.

### What We Found

- We reviewed the status of the prior-report findings in LDVA's procedural report dated January 18, 2017, and determined that management has resolved the findings related to pharmacy inventory, care and maintenance fees, travel expenses at LDVA headquarters, and payments to employee. However, the prior-report findings related to meals, balances of discharged/deceased residents, accounts receivable, and LaCarte purchasing card have not been resolved and were addressed again in the report.
- We evaluated internal controls and transactions relating to the Resident Trust Fund (RTF), accounts receivable, pharmacy billing and inventory, meal ticket revenue, Care and Maintenance Fees, contract expenditures, LaCarte purchasing card expenditures, travel expenditures, and the Military Family Assistance Program expenditures. Except as noted below, we found these controls provided reasonable assurance of accountability over public funds for the period examined.
- The Southeast Louisiana Veterans Home in Reserve and Southwest Louisiana Veterans Home in Jennings failed to close out individual RTF accounts after residents were discharged or deceased. In addition, the Northeast Louisiana Veterans Home in Monroe failed to maintain evidence to show that disbursements made from the RTF were authorized by the residents or their legal representatives.
- LDVA employees at the veterans homes did not properly follow up on resident accounts receivable balances and did not follow established write-off procedures for uncollectible accounts.
- LDVA employees at the Southeast Louisiana Veterans Home did not provide adequate documentation for meal ticket sales made during October 2016, were unable to locate documentation for meal ticket sales made in March 2017 and the last two weeks of September 2017, and did not perform daily reconciliations from November 13, 2017, through March 31, 2018, as required by LDVA policy. LDVA employees at the Louisiana Veterans Home in Jackson failed to reconcile meals purchased on weekends to the revenue collected and submitted to the accounting department for deposit.
- LDVA Headquarters made payments totaling \$42,615 to a vendor for legal services during the period July 1, 2015, through June 30, 2018, on a contract that ended June 30, 2015. In addition, LDVA Headquarters failed to obtain proper approval for a legal services contract with another vendor and paid the vendor \$20,675 more than the contract amount.
- LDVA employees at the Southeast Louisiana Veterans Home failed to obtain prior authorization to make purchases using the LaCarte purchasing card. In a review of 20 LaCarte expenditure transactions for the period July 1, 2016, to March 5, 2018, eight (40%) transactions lacked evidence of prior authorizations to purchase.

View the full report, including management's responses, at [www.la.gov](http://www.la.gov).