



Vinod K. Sharma
Controller-Treasurer

Bill Perrone, CIA
Manager, Internal Audit

Assignment 10205

November 21, 2008

To: Distribution List

Subject: Review of the Office of Veterans' Services

We have completed a review of the Office of Veterans' Services revenue. We conducted the review during November 2008 covering fiscal years 2007 and 2008.

We sincerely thank the staff of the Office of Veterans' Services and the Office of the County Executive for their cooperation. Their assistance contributed significantly to the successful completion of the audit.

Respectfully submitted,

Signature on file

Bill Perrone, CIA
Manager, Internal Audit

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COUNTY OF SANTA CLARA

CONTROLLER-TREASURER DEPARTMENT – INTERNAL AUDIT DIVISION

INTERNAL AUDIT REPORT

Review of the Office of Veterans’ Services



Assignment 10205
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Executive Summary

Conclusion There does not appear to be any adverse revenue impact to the County of Santa Clara from the Office of Veterans Services' state reimbursements received from July 1, 2006 through June 30, 2008. During that period, the County received revenue totaling \$166,540.

The Office's director appointed May 8, 2006 significantly improved the control environment by enforcing the State's claims regulations; this positive environment appears to have continued since his May 2008 retirement. This year's audit results indicate that the County Executive's expectation of claiming reimbursement for only work performed by the office has been fulfilled in the past two fiscal years. Claims are properly supported.

Neither the California Department of Veterans Affairs nor the County Office has significantly altered their procedures in the past two years.

The Office is compliant with our prior recommended records retention schedule.

As agreed to by the Office of the County Executive, this Veterans Services' function will be reaudited after the Fiscal Year 2013 for the five years ending June 30, 2013.

There are no adverse findings and the client is in agreement with our conclusion.

Audit Objectives and Scope

The audit objective is to quantify any adverse revenue impact to the County from the Office of Veterans' Services state reimbursements received from July 1, 2006 through June 30, 2008. The scope included:

- Reviewing the semiannual reports filed by the Office of Veterans' Services to the California Department of Veterans Affairs (CDVA).
- Reviewing the revenue received from the CDVA.
- Sampling the awards claimed on the semiannual reports, to identify the support level existing for the awards claimed.
- Determining any adverse monetary effects.
- Evaluating the current internal controls.

**Audit
Background**

The Office of Veterans' Services processes claims for veterans and receives revenue from the State Department of Veterans Affairs for assisting those veterans in filing claims.

In 2006, we audited this Office at the County Executive's request. This audit is a sequel performed to assure the County Executive's expectations continue to be satisfied.

We conducted our review in accordance with the Professional Practices Framework established by the Institute of Internal Auditors.

Signatures on file

Bill Perrone, CIA
Internal Audit Manager

Brian P. Mark, CIA
Sr. Internal Auditor