

SUMMARY

The Navajo Nation Office of the Auditor General (OAG) conducted a 2nd supplemental follow-up review of the Navajo Area Agency on Aging (NAAA) corrective action plan (CAP) implementation in accordance with 12 N.N.C Section 7. The supplemental follow-up review was conducted to determine whether NAAA implemented its CAP to resolve the findings presented in audit report no. 04-06.

Our supplemental CAP follow up review found:

Finding I

- 1 of 1 corrective measure has not been implemented.

Finding II

- 2 of 2 corrective measures have not been implemented.

Finding III

- 1 of 1 corrective measure has not been implemented.

Finding IV

- 3 of 6 corrective measures have been implemented,
- 3 of 6 corrective measures have not been implemented.

Overall 7 of 10 outstanding corrective measures from the Navajo Area Agency on Aging corrective action plan reported in audit report no. 04-06 have not been implemented. In the 21 months since the Department Manager was sanctioned, NAAA has not made sufficient improvements in fully implementing its corrective action plan, but more important, improving services to Navajo elders.

The initial audit report on NAAA was issued in June 2004 and this is the third follow up review conducted on the department (the initial follow up with two additional supplemental follow ups). The results of this latest follow up review indicate there are still problems with the management of the department. Throughout our review it was apparent that the Department Manager has not been successful in implementing the corrective action plan in a manner that will ensure the department operates effectively and efficiently. The Department Manager is not providing sufficient guidance and oversight over department operations to ensure there is consistency among operations, accuracy with data, and reliability of services. As a result, the department cannot sufficiently explain how the FY 2010 budget was developed based on service levels and why personnel hours are not allocated in an equitable manner, client surveys are not used to improve services, statistical data is reported late to the funding agency, and monitoring is insufficient to make improvements. To improve operations, NAAA needs a manager with the skills and knowledge that can effectively lead the program.

The NAAA Department Manager is directly supervised by the Division of Health Executive Director. Although it has been five years since the issuance of our initial audit report and almost two years since the Department Manager was sanctioned by the Budget and Finance Committee, there has been no resolution of the audit findings. We believe the Department

Manager's inaction is part of the barrier for failing to fully implement the corrective action plan. However, there is no evidence the Executive Director took action to address unsatisfactory work performance. According to the Personnel Policies and Procedures Manual, Section XIII.B, supervisors at all levels are expected to assume responsibility for reporting and initiating proper action regarding unsatisfactory work performance. Consequently, the audit findings remain unresolved given the insufficient improvements to the operation of the program.

Title 12 N.N.C. Section 8 imposes upon NAAA the duty to implement the corrective action plan according to the terms of the plan. The 2nd supplemental follow-up review shows NAAA failed to implement its corrective action plan according to the terms of the plan. Therefore, in accordance with the provisions of 12 N.N.C. Section 9(C) the Office of the Auditor General recommend the sanction on the NAAA Department Manager remain in place until such time the department has fully implemented its corrective action plan and resolved all audit findings.