



# Richmond City Council

*The Voice of the People.*

*Richmond, Virginia*

## OFFICE OF THE CITY AUDITOR

REPORT # 2013-05

AUDIT

Of the

### Senior Connections

January 2013

## OFFICIAL GOVERNMENT REPORT

*Richmond City Council*

### OFFICE OF THE CITY AUDITOR

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*Committed to increasing government efficiency, effectiveness,  
and accountability on behalf of the Citizens of Richmond.*

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## *Overview*

### *Introduction and Scope*

The City Auditor's Office has completed an audit of the City's grant provided to Senior Connections. The Office of the Deputy Chief Administrative Officer, Human Services, is responsible for monitoring compliance with the grant. This audit covers the 12 - month period that ended June 30, 2012. The objective of this audit was to determine if Senior Connections complied with the scope of services and other grant requirements, as outlined in the grant contract.

The auditors conducted this compliance audit in accordance with generally accepted government auditing standards. Those standards require that the auditors plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for their findings and conclusions based on the audit objectives. The auditors believe that the evidence obtained provides a reasonable basis for their findings and conclusions based on the audit objectives.

### *Methodology*

Auditors employed the following procedures to complete this audit:

- Reviewed the grant contract and quarterly progress reports;
- Reviewed documentation to support performance measures; and
- Performed various tests and other audit procedures, as deemed necessary.

### *Management Responsibility*

The management of the City of Richmond is responsible for ensuring resources are managed properly and used in compliance with laws and regulations, City programs are achieving their objectives, and services are being provided efficiently, economically and effectively.

***Background***

Senior Connections, the Capital Area Agency on Aging is a private nonprofit 501(c)(3) organization established in 1973. Senior Connections offers a comprehensive range of Home and Community-Based Services for seniors age 55 and older. This service is provided in the City of Richmond and the Counties of Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent, and Powhatan.

Senior Connections provides the following services: family caregiver support groups, care providers, health and wellness programs, nursing care, home repair programs, insurance providers, independent subsidized housing, legal and financial planning, long-term care facilities, mental health services, nutrition and meal support services, respite and adult day care programs, and social service benefit programs. Senior Connections receives federal funding under the provisions of the Older Americans Act and state funds administered by the Virginia Department of Aging as well as City and County governments.

The City provided a \$59,985 grant to Senior Connections in fiscal year (FY) 2012. In addition, Senior Connections received funding from other sources, including the State of Virginia and the Federal Government. In all, Senior Connections is required to spend \$1,718,437 out of their total revenues of \$5,827,478 during FY 2012, in the City of Richmond.

***Scope of Services***

Senior Connections was required to perform the following services in consideration for the City's funding:

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- Reach isolated seniors for Friendship Cafes, which offer nutritious congregate lunches, health/wellness activities, exercise, and educational programs at seven locations.
- Support homebound seniors by providing home delivered meals through a paid contract with FeedMore, Inc.
- Provide specialized transportation to Friendship Cafes, medical appointments, and other critical needs.
- Support families by providing respite support, adult day care, homemaker, and personal care services.
- Provide communication, referral, assistance and information, care coordination, and public information and education through the Mature Life newsletter and community meetings. Provide a full-time staff member to the City of Richmond Office of Aging and Disabilities.
- Assist seniors with enrollment in Medicare Part D and offer counseling on a range of insurance issues through the Virginia Insurance Counseling and Assistance Program.
- Address emergencies and counseling by assisting with payment for mortgage rent, utilities and medication. Seniors in crisis will be assisted with financial support for the short-term and support to identify resources and stability for the long term.

## Observations and Recommendations

According to Government Auditing Standards, internal control, in the broadest sense, encompasses the agency's plan, policies, procedures, methods, and processes adopted by management to meet its mission, goals, and objectives. Auditors evaluated the controls over documentation of Senior Connection's compliance with the contract terms. Based on the evaluation, auditors concluded that internal controls were adequate.

The City developed performance measures to evaluate whether Senior Connections performed the services outlined in this contract. Auditors noted that Senior Connections was in compliance with most grant requirements. However, the auditor noted one area of improvement.

### *Performance Outcomes in the Contract are not Achievable*

#### *Possible Improvement*

The performance outcomes in the contract are not realistic to achieve with the \$59,985 of City funding, as described in the following table:

<b>Program</b>	<b>Goal</b>
Friendship Cafés	19,000 meals to 668 clients
Meals on Wheels	51,000 meals to 360 clients
Transportation	10,900 trips to 110 clients
Respite Support	12,000 service hours for 64 clients
Communication and Referral Assistance	34,400 contacts with 9,500 clients
Insurance Counseling and Assistance	2,925 contacts with 1,725 clients
Emergency Counseling Assistance	2,000 contacts with 200 clients

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*Performance outcomes were not realistic to achieve with the \$59,985 of funding provided*

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Senior Connections indicated that the City wanted them to report all the services provided by the agency, even if those services were provided from other funding sources. This means that the City could not determine exactly how their funding was used. It is a good idea to continue receiving information about the Senior Connections' activities in the City of Richmond. However, the City needs to get specific information related to the benefits derived out of the funding it provided to Senior Connection.

**Recommendation:**

- 1. Develop performance outcomes for Senior Connections that can be tied directly to the funding provided by the City.*

**APPENDIX A  
MANAGEMENT RESPONSE FORM  
Senior Connections 2013-05**

#	RECOMMENDATION	CONCUR Y-N	ACTION STEPS
1	<i>Develop performance outcomes for Senior Connections that can be tied directly to the funding provided by the City.</i>	Y	In concurrence with the spirit of this recommendation we will notify Senior Connections of the City Auditor's recommendation. We will work closely with Senior Connections to determine the most appropriate performance outcomes, and its correlation to the funding provided by the City.
	<b>TITLE OF RESPONSIBLE PERSON</b>		<b>TARGET DATE</b>
	Project Manager		7/1/2013
	<b>IF IN PROGRESS, EXPLAIN ANY DELAYS</b>		<b>IF IMPLEMENTED, DETAILS OF IMPLEMENTATION</b>