



# AUDIT SUMMARY

## Department of Veterans Affairs

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Fiscal Years Ended June 30, 2022 and 2023

### ABOUT THE AGENCY



The Department of Veterans Affairs (DVA) provides comprehensive health, social, and rehabilitative services to veterans in the State of Connecticut.

The department operates the Veterans Home in Rocky Hill, which includes a skilled nursing facility and a residential facility for eligible veterans.

The department also operates the Office of Advocacy and Assistance, which maintains offices throughout the state and assists veterans and their families in accessing federal, state, and local benefits and entitlements.

### ABOUT THE AUDIT

We have audited certain operations of the Department of Veterans Affairs in fulfillment of our duties under Section 2-90 of the Connecticut General Statutes. The scope of our audit included, but was not necessarily limited to, the fiscal years ended June 30, 2022 and 2023. The objectives of our audit were to evaluate the:

1. Department's internal controls over significant management and financial functions;
2. Department's compliance with policies and procedures internal to the department or promulgated by other state agencies, as well as certain legal provisions; and
3. Effectiveness, economy, and efficiency of certain management practices and operations, including certain financial transactions.

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

[Link to full report](#)



Our audit identified internal control deficiencies; instances of noncompliance with laws, regulations, or policies; and a need for improvement in practices and procedures that warrant management's attention.



## NOTEWORTHY FINDINGS



### Findings

Our review of 209 hours of overtime earned by 11 nursing employees in 15 instances identified in all 15 instances the employees used the wrong form to request overtime. As a result, the department did not adequately document whether the overtime hours requests were properly approved, accurately calculated, or appropriately recorded.

In addition, supervisors did not date 15 request forms to support that they preapproved overtime and the department could not locate two overtime requests to support 14.75 hours.

Our review of 25 non-payroll expenditure transactions totaling \$240,128 found the following. The department issued purchase orders between 12 and 43 days after it incurred the obligations for two transactions totaling \$7,762. The department did not provide support for the prices paid for seven transactions, totaling \$22,416. The department paid three of these invoices totaling \$4,767 that did not agree to the price schedule resulting in a net overpayment of \$743. The department paid nine transactions totaling \$71,295 between four and 133 days late.

Our review of DVA's CO-59 reports noted DVA misstated the ending balance of equipment and stores and supplies and reported capitalized software as non-capital. The department did not perform a physical inventory for fiscal year 2022 and did not perform a complete physical inventory in fiscal year 2023. Our physical inspection of 25 items totaling \$237,403 disclosed seven untagged items, totaling \$121,673, and a \$1,031 computer that could not be located. DVA's software inventory listing did not contain the fields required in the State Property Control Manual.

We reviewed seven reporting requirements which should have resulted in 25 reports. We noted DVA did not complete eight reports, reported nine reports between four and 243 days late, and did not provide evidence that it submitted four reports.



### Recommendations

The Department of Veterans Affairs (DVA) should strengthen internal controls over overtime to ensure compliance with its policies and procedures (Recommendation 2).

DVA should improve internal controls over expenditures to ensure it adequately supports transactions, pays invoices on time, and issues purchase orders in accordance with Section 4-98 of the General Statutes (Recommendation 4).

DVA should strengthen internal controls over recordkeeping, reporting, and safeguarding of assets to ensure compliance with the Property Control Manual (Recommendation 5).

DVA should strengthen internal controls to ensure it complies with its statutory reporting requirements (Recommendation 6).