

Audit Report: 1003176

Finding Number: 001

Finding: The Washington Department of Veterans' Affairs is not enforcing policies and procedures on fuel card purchases at the Washington Veterans' Home.

Resolution: The following actions were taken in response to this finding:

- After a detailed discussion with state auditors, the Washington Veterans' Home created and implemented a fleet card PowerPoint training session for drivers. All Veterans' Home drivers were required to complete the training prior to resuming use of the fleet card.
- The Department modified the Washington Veterans' Home training packet to make it generic to the Department. The training includes review of Department policy and provides detailed instructions on appropriate use of fleet cards, completion of vehicle logs, documentation, and verification. Time is also provided during the training to address questions from the drivers.
- The Department reviewed existing policies and procedures and updated them to further clarify the fleet card process. More detail was provided on the information drivers are required to include on vehicle logs; expectations for review/verification by supervisors and card holders; and reconciliation by accounting staff. The general purchasing policy articulates the Department's expectation that all purchases follow applicable laws, rules, policies, and procedures and that noncompliance will result in corrective and/or disciplinary action. A separate procedure to address appropriate responses for noncompliant purchases will be implemented in January 2011.
- The Department began training using the new materials in May 2010, and it will be presented on an as-needed basis with annual agencywide updates. Training must be completed by all new agency employees prior to driving any state vehicle and is required annually thereafter. Training will be tracked by the agency training and performance manager and monitored by the compliance committee.
- The Department implemented a process for central office accounts payable (AP) staff to conduct a monthly reconciliation of all vehicle logs and gas receipts to the fuel card statements. AP staff notifies the Central Office Procurement and Supply Specialist 3 (COPSS3) and the AP supervisor of any discrepancies identified. The COPSS3 and AP supervisor will follow the Department's procedures for addressing any noncompliant purchases when those procedures are implemented.
- In October 2010, the COPSS3 initiated quarterly audits of this process for verification and compliance with procedures, and reports the results to the agency compliance committee.

Agency Contact: Gary A Condra
Department of Veterans Affairs
PO Box 41150
Olympia WA 98504-1150
(360) 725-2202
garyc@dva.wa.gov