

DHHS Unit	Issue Date	Fiscal Year	Issue Title	Detail of Issue	Impact to Program	Date Resolved	Resolution	Initials Logged in by:	Notes	Amounts
SSFS	4/19/2021	2020-21	Rejected Invoice	RCAA Agreements budget lists an hourly rate that has since changed in the calculation of S&B's. The contractor has agreed that the total costs will not exceed the budget. ACO is asking for an amendment.	This is the second rejection. The first rejection was received on 03/24/21		HHAP Grant invoice issue was resolve with checks cut on 5/14/2021. Uncertain on the other invoices from RCAA.	OSW/ Update by GDB on 5/19/2021	On 5-11-21, the HHAP Budget Amendment for AFS (Community Housing Project) was sent to AP. Checks were issued on 5/14/2021 for the Oct-Dec 2020 and the Jan 2021 invoices.	\$ 22,317.65
SSFS	5/5/2021	2020-21	Journals	Karen has rejected Jeff's journal which because she wants to see the detail from Finance Enterprise - this detail includes EBT Transactions which is never going to match dollar for dollar because of the Encumbrance v. Spent differences we experience with EBT - previous Journal for this type of transactions were all listed as checks & were approved by LaNae Henderson & Geanluca Ladino in NOV	This will cause a problem with the budget 1110-517-3999 being short on funds			TMC	On 5-5-21 Jeff sent a copy of the DAR for the timeframe of these transactions coming from 1110-517-3999	
SSFS	4/9/2021	2020-21	Policy Changes	After 7+ months - Auditor's office rejected invoices from Changing Tides because they wanted more detail - originally entered 2/22/21 - details requested 3/19/21 - Tandler asked the Auditor's office for clarification on 3/23/21 & 3/25/21 - Owlnder requested clarification on 4/6/21 no response - On 4/9/21 Olivia went on the Auditor's Office Zoom meeting to ask KPD what they needed - and Olivia received a different response from KPD than from KPD's staff. We were finally able to get updated invoices with explanations into FE on 4/28/21 - we then had to change the invoice date on 4/28/21 - ACO paid on 5/5/21	Held up 3 invoices for Changing Tides all regarding Childcare over \$150,000 - They wanted to know how many Vouchers were being issued on each invoices as of 5/5/21 still waiting on one fo the revised invoices to be paid for 3 months for \$70K		Had to list how many vouchers were issued for each invoice All SSB Changing Tides invoices have been processed after providing the expense reconciliation from the CA 800 reports for the FC payments and reconciliation for the CalWORKS payments.	TMC	As of 5/28/2021 there is Foster Bridge payment pending of \$70,428.86 & CalWORKS pending for \$68,817.72 On 06/15/21 - in review of outstanding invoices all SSB pending payments have posted. There are still several outstanding BH invoices	\$ 139,246.58
SSFS		2020-21	Policy Changes	From 8/2019 - 3/3/21 We have been sending the same information each month for Pitney Bowes on 3/3/21 Tandler sent request for payment - This request was sent in at least a month before it was absolutely needed because of the lead time needed. 3/22/21 heard from PAnderson that it was rejected because it was missing the referenced agreements & the Auditor's Office wanted an invoice. We gave them the MOU with CalSAWS which states to reference the System Operations Plan & a memo that explains this and a DHHS-17. 4-2-21 received a request from KPD for an invoice from Presort for \$45K of postage - & she stated that the MOU provided makes no reference to the postage. I created a spend down document to show the funds spent since the last check 9/23/2020 & we gave Karen an email chain from CalSAWS Stating that there are no invoices issued.	Stress - a lot of follow up research that actually led no where - see the documentation folder for the email chain & postage spend down report - check finally printed 4/9/21	4/9/2021	Email chain stating no invoices are issued to any of the Counties and a spend down report seemed to satisfy the ACO request for an invoice	TMC		

SSFS	4/22/2021	2020-21	Lack of Responses	4/22/21 email sent requesting CEC Certification page signed, due to state 5/3/21. 5/4/21 email sent requesting status. 5/10/21 email sent requesting status. 5/14/21 email requesting status, advised state has given us till 5/17 to get in signed certification page. late 5/18/21 received email from Karen with questions on claim, responded with clarifications 5/19/21.	The state will not process our claim with out the certification page signed. This will result in a lose of timely revenue to the county.		The CEC Certification page was signed and returned on 5/21/2021.	MGM		
SSFS	ongoing	2020-21	CAP	The lack of an approved County Allocation Plan (CAP) is anticipated to impact our County Expense Claim (CEC). In Fy 2021-22 we will transition from FoxPro to CERCIS for claim entry if counties do not have their approved CCAP on file, they will move all alpha codes that spread the cost out to extraneous, counties would then need to wait until the revised claim.	Moving the alpha codes to extraneous will result in less reimbursement and the county carrying the expense until the revised claim. This is roughly 2 mill for Q1, Q2, and Q3. It is anticipated to be more in Q4 when CAP and ISF charges post.			OSW		\$ 76,742.78
BH	5/18/2021	2020-21	Late Payments	Vendor inquiry - HSU > 30 days	burden to fiscal & AP to research. Community relations			mc		
BH	5/17/2021	2020-21	Journals	(4) Journal modifications by A-C, changing line item and requesting additional backup	Challenges to maintain record keeping when line item postings are modified throughout the FY. In these instances, there are postings to 2 or 3 different line items for like expenditures.			mc	We have tried to submit corrective journals when we can, however, we feel very discouraged in doing this because they are either not done or we believe they will not be done in a timely manner since it takes months for our journals to be looked at and posted.	
BH	5/25/2021	2020-21	Late Payments	Vendor inquiry - Prof svc contract > 45 days	burden to fiscal & AP to research. Community relations					
BH	5/24/2021	2020-21	Deposits	Deposit to Misc TF 3570 prepared by A Loftis, no notification to dept. \$54,238.23 from PHC 12-08-2020 deposit date. BH fiscal staff identified this as BH-SUD payment; journal submitted to correct 5/24/2021.						
SSFS	5/25/2021	2020-21	Rejected Invoice	The Fullerton payment to issue the IHSS rate increase (from Oct 2019) was input into Finance Enterprise on 05/11/21. Fullerton will not issue the checks until the payment has been made. Fullerton has the data file for the check processing. Follow up on 05/18/21. Rejection of invoice on 05/25/21 Follow up email from ACO on 05/26/21 asking for HIPPA information to be included	The IHSS Union and Director of Human Services are involved. This issue is taking a long time to resolve.		The ACO continued to require an unredacted backup document showing all the names and addresses of the IHSS providers who were owed. This was sent to Karen through a separate email outside of the ININ process for her to verify on 6/16/2021. Karen approved the payment on 6/16/2021 and the payment posted 6/17/2021.	OSW	<a href="#">DHHS-AP documentation\RE_Rejected Invoice for John Fullerton_ Invoice 38412.pdf</a> - A follow up email was sent to Jim Hussey on 6/10/2021 since the workflow indicated it is in his que - We have not gotten a response.  <a href="#">On 06/13/21 Fullerton emailed regarding payment &amp; to state that half the checks have been printed - OW responded on 06/14/21</a> <a href="#">On 06/15/21 - TAG emailed another inquiry to ACO.</a>	\$ 116,873.36
BH	5/25/2021	2020-21	Late Payments	Locum Tenens invoices > 45 days	Vendor has not contacted at this time, however delay in payment impacts budget and appropriation monitoring for fiscal unit.					
BH	5/18/2021	2020-21	Late Payments	Grant invoice payment delay	This late payment may jeopardize use of grant funds intended for this purchase.					

Admin	5/25/2021	2021-22	Contract Rejection	Area 1 On Aging & Boys & Girls Club Agreements rejected - ACO included long list of items accusing DHHS of wrong doing	Impact of services to the community as the agreements support community level of care to the community		Will be moving forward with the annual agreements and be modifying the reporting section to allow for reports that work with the agencies current reporting practices. OW confirmed reporting for both agencies and emailed JP with details to be included in the agreement.	OSW	<a href="#">SSB documentation\FW Interest on the Misc Deposit Trust Fund.pdf Discussion held with CoCo and CU - decision to move forward with annual payments. OW contacted the perspective Finance Managers to inquire about financial reporting. Confirmed agencies preferred reporting cycles and emaild JP.</a>	\$112,000 Annually
Admin	5/25/2021	2020-21	OTHER	Interest posting for 4th Qtr 19-20 and 20-21 Rolling forward the fund balance from 19-20	The interest not posting is impacting reporting of interest for HOME grants, in particularly HEAP which ends 06/30/21. The fund balances from 19/20 not rolling over is impacting our fund balances in all funds. In PH Environmental Health trust do not enough funds to complete the qtrly transfers.	06/14/21 - for 2019/20	<a href="#">06/14/21 - Treasures Office emailed to let us know that they received confirmation from the ACO and will be posting 19-20 4th Qtr Interest. The interest for Fy 20-21 is contingent upon the ACO closing each QTR. See email</a>	OSW	We estimate the interest to be approximately \$24,100. This subject to change once the final interest rate is determined.	Est. \$24,100
PHFS	5/26/2021	2020-21	Journals	Quarter 2 and Quarter 3 salary & benefits journals have not been posted.	It is very difficult for staff to assess the status of PH Budgets (i.e. need for appropriation transfers or budget adjustments) with the amounts still sitting in the original budget units. If not posted, could potentially leave us with budget overages in budget units and could be difficult in the event of future audits without the amounts posted in the correct budgets.			JB	To continually track and monitor journals, deal with issues - My time 4 hours per week, Senior fiscals 10 hours per week estimated = \$28,445.12	\$ 28,445.12
PHFS	5/26/2021	2020-21	Late Payments	HOPWA client payments now have to be routed through the ACO. Though this process is smoother, we have to hold onto requests to send as a rush because they don't pay attention to the pay by date when we used that.	This whole process of paying HOPWA requests through the Auditor has increased staff time both in the program and in fiscal by double or triple and the tracking is way more extensive. This is very small grant budget which already didn't cover costs to run the program. Now, the additional administration costs have to be paid by Realignment funds.		We have resolved by sending all requests as a rush, however, we have no solution for the increased workload for staff. Our preferred solution to this would be to use the BITS system to pay these as it is assistance for client housing. We were expressly denied the use the BITS system by Karen which is confusing to us since she has suggested to use the BITS system on other occasions when the payment is related to assistance.	JB	In FY19-20, we spent \$28,843.89 on HOPWA S&B's. We are projected to spend \$34,075.57 in FY20-21. In addition, this takes 1-2 hours of my time weekly in approvals and has taken approximately 80 hours of my time to get this running as is. Estimated @ \$7,582.72. Increased cost total = \$12814.40 annually	\$ 12,814.40
PHFS	5/26/2021	2019-20	OTHER	The delay in the FY19-20 Single Audit	Funders request to see our Single Audit. So far, only HOPWA has requested the Single Audit, however, more programs will be requesting. 6/10: We are now being audited on our PHEP programs and they are requesting our audit which we do not have it to give them.			JB	5/14/2021 email in the PHB Documentation folder	
PHFS	5/26/2021	2020-21	Cal Card	Delayed posting of CalCard	This has resulted in delayed claiming in many PH and EOC grant programs, which will result in delayed receipt of revenues.	6/1/2021	most Calcard charges have now been posted up to March	JB		
PHFS	5/26/2021	2020-21	Late Payments	Delayed payments to blanket purchase order lab vendors when the process goes smoothly on our side	Damaged relationship with vendors and puts staff in a precarious situation constantly having to answer to late payments with little control over the outcome (vendor examples: Hardy and FedEx)			JB		
PHFS	5/26/2021	2020-21	Lack of Responses	Have not responded to FY20-21 Project Roomkey Claim, sent 4/30/21, and followed up on 5/20/21	If this is not signed, we will not be able to submit for the 50% upfront advance payment. Backup Plan = to submit a claim for the full amount once Humboldt Inn and all calcard posts. If the backup plan does not get signed, we lose out on the Project Roomkey FY20-21 dollars.		Received email from inbox that they would get back to me when they can. See folder.	JB	4/30/21 submission and 5/20/21 follow emails in backup documentation folder. Also, standard ACO response email from 5/21/21.	\$ 246,742.00
PHFS	5/26/2021	2020-21	Lack of Responses	The ACO will not sign the required CARE confidentiality agreement for our HOPWA program - we need them to sign this since they process the HOPWA payments now, program and fiscal staff have followed up with them several times and they refuse	This could lead to the state pulling our program or other impacts with the State or Fed			JB	Relevant email string in backup, to date 8 hrs my time, probably 40 hours of program Analyst time, and 4 hours of Senior Fiscal Time (unknown Management time) = estimated \$2645.10	\$ 2,645.10

DHHS-AP	5/26/2021	2020-21	Rejected Invoice	Employee reimbursement rejected due to lack of address on the form, in the notes section AP staff listed that the address for the employee had been confirmed	Staff time and delays in employee reimbursement			OSW	reimbursements for Sarah Sanders, Nicole Martin	\$ 454.27
SSFS/CA	5/4/2021 & 5/25/2021	2020-21	VOID Batches	in Aug 2020, the BOS approved to have GR payments go from vendor checks to C-IV. The change was implemented in the end of Dec 2020. Currently we are working towards clearing out the outstanding GR checks to credit the clients account and credit the funds back to the general ledger. A void batch of 51 GR outdated checks was sent to the AO electronically on 5/4/21. As of 5/25/21 it has not been uploaded to FE. Communication was sent to the ACO on 5/25/2021. The response was accusatory as the ACO was not involved in the change. They have questions about internal controls, even though the process is now in line with other payments issued by EBT.	The ACO is not allowing the checks to be cleared which results in GR clients having to pay back funds that they did not use. Impact to the general fund as the cleared checks would credit the fund. Administrative burden.			DH/TMC	Have gathered internal control documents from Eligibility, BI, and Fiscal will reply to the email 05/27/21. Current list is for 3,626 checks totaling \$93,638.50 batch sent on 5/4 was 51 checks for \$1,230.00 OW will be communicating with the Benefits Team on 06/17/21 to discuss next steps.	\$ 93,638.50
CDM	5/26/2021	2021-21	Rejected Invoice	ACO rejected short-pay invoice without corroboration. CDM has operated as an insurance intermediary for 20 plus years without problems in the past, and must maintain the ability to deny some services while others are approved, based on financial eligibility, clinical documentation insufficiency and other contractual reasons for each service claimed in order to meet the contractual requirements. Requested ACO to provide information on what is required to serve as corroboration documents.	we only have 30 days to issue payments to the providers, in which period we must perform very detailed adjudication by verifying all referral and clinical documentation, Medi-Cal eligibility of each beneficiary to cover every single date of service claimed, as well as monitoring the contract CAP of each vendor contract. This issue will cause significant problems for our beneficiaries as it disables our ability to meet the contractual deadline, which will severely affect the cash flow of our local non profit providers. Unclear and continual changes in the instructions from ACO on what would be acceptable forms of documentation to accomplish the reduction in invoice amounts which adds to the workload of staff trying to address and resolve the issue so the vendor can be paid.			NR	<a href="#">DHHS-AP documentation\CDM Record rejected in AP APPROVAL.pdf</a>	\$ 54,244.10
SSFS	5/28/2021	2020-21	Rejected Invoice	ACO rejected an invoice from RCAA (Feb 2021) for the CESH Grant. Invoice was for \$43,345.71. The reason for the rejection is that the pay rates on the invoice did not match to what was reported in the contract. RCAA provided a substantiation statement that was sent to AP and onward to the ACO on 5/20/2021. No response in as of 5/28/2021.	First rejection received on 4/30/2021			GDB	This is for the RCAA February 2021 CESH Grant Invoice. Working with RCAA on amending the agreement	\$ 43,345.71
SSFS	5/19/2021	2020-21	Late Payments	Check was stolen from Vendor's mailbox and an affidavit was received & sent to the Auditor's Office on 5/19/2021 - as of 5/28/2021 that check is still listed in Finance Enterprise as Outstanding. Vendor sent in information for EFT (to the Auditor's office) on 5/24/2021 - Paula forwarded that information with the Affidavit (so the ACO has it all in one place) on 5/24/2021 - no response as of 5/28/2021					Fiscal Experts Inc. TimeStudy Buddy - VNF100611	\$ 17,190.00
PHFS	5/28/2021	2020-21	Journals	The auditor has rejected DCSS attempts to pay PHB-Vital Statistics for POPS services. The reason stated was for lack of an existing agreement.	Loss of revenue estimated at \$300 annually	DCSS is drafting an agreement to resolve.		JB		\$ 300.00

CDM	5/27/2021	2020-21	Rejected Invoice	Invoice entered on 04/12/21 was rejected by ACO on 05/21/21 for invoice format. 05/25/21: Resubmitted with requested documentation, the vendor added a remit address to and invoice number. On 05/27/21, ACO rejected stating "I cannot approve this as is. The invoice number needs to be formatted correctly MMDD-MMDDYY for the range of service. And there is still no invoice from the vendor. What is the rubber stamped document: Why can't the vendor submit on letterhead showing a remit?"	Not meeting 30 day contractual payment deadline affects cash flow of local non-profit providers, which leads to a severe impact on our beneficiaries receiving services. Within the 30 day deadline, we must perform detailed service level adjudication by verifying all documentation, Medi-Cal eligibility, as well as monitoring the contract CAP, request invoice and have ACO issue payments. This time it took ACO over 30 days just to issue a rejection of invoice.			NR		\$ 4,123.35
SSFS	6/1/2021	2020-21	Rejected Invoice	Invoices from City of Eureka for the HEAP Grant in Sept 2020 was rejected by A/C Office since it was late. The A/C Office is looking for an explanation on why it was late. The same thing also occurred on the City of Eureka invoice for the CESH Grant from August 2020.	Looking to spend down housing grant revenues that sunset at the end of the fiscal year (HEAP Grant).		6/1/2021: Sent an explanation to AP on why the invoices were late. Looking to see if that will resolve the issue.	GDB	HEAP Grant for Sept 2021 was for \$2,635.86; CESH Grant for Aug 2021 was for \$6,440.40.	\$ 9,076.26
SSFS	6/7/2021	2020-21	Rejected Invoice	Invoice for RCAA for the CESH Grant for Feb 2021 was rejected. This was after RCAA sent substantiation statement on the pay rate on the invoice vs. contract	Looking to spend down housing grant revenues that was allocated to the provider for the CESH Grant.		Planning to inform RCAA that a revised invoice needs to be done that ties back to the contract that was in effect.	GDB		\$ 43,345.71
BH	6/7/2021	2020-21	Journals	Duplicate posting of journal for Oct-21. Posted on 3/09/21 and again on 6/07/21	Staff time		Notified A-C to correct	mc		
CDM	6/3/2021	2020-21	Rejected Invoice	Invoice entered on 05/03/21 was rejected by ACO on 06/03/21 for invoice format. 06/07/21:RE-submitted with requested documentation. This is a supplemental payment adjudicated after denied claims became payable when the practitioner submitted an update staff worksheet. The January and February claims were both short-paid by the ACO and now they say they will not short pay invoices.	Not meeting 30 day contractual payment deadline affects cash flow of local non-profit providers, which leads to a severe impact on our beneficiaries receiving services. Within the 30 day deadline, we must perform detailed service level adjudication by verifying all documentation, Medi-Cal eligibility, as well as monitoring the contract CAP, request invoice and have ACO issue payments. This time it took ACO 30 days just to issue a rejection of invoice.			NR		\$ 4,335.00
CDM	6/6/2021	2020-21	Rejected Takebacks	takebacks in the amounts of (\$257.55), (\$99.45) and (\$255.00) were rejected. Each invoice submitted had the summary page, the disallowance form, the check status report from the ACO, an invoice distribution detail from the ACO and CDM's original invoice that payment was made from.	Lack of solutions in handling direct medical service claiming and justification of adjudication to show approval, denial and take-back of services claimed, clear documentation of payable amount while protecting PHI as we fulfill our obligation as Medi-Cal insurance intermediary. Our providers are all waiting for their payments and payments are now past due. We are working everything we can do to help them continue services for our beneficiaries, and we need your advice in how to proceed.			NR		\$ (612.00)
BH	6/9/2021	2020-21	Rejected Invoice	3 invoices rejected as the term "Statement" is included on the main invoice. Invoice / Statements are accompanied by detail: hours, rate, activities performed as required by contract. This is the same format used by this vendor for contract period.	Delay in payment impacts vendor relationship and budget and appropriation monitoring for fiscal unit.			mc	Staff time impact for AP, BH fiscal, admin	\$ 6,055.00
AP	6/10/2021	2020-21	Vendor Numbers	Asked ACO to update employee Lauren Perez's address. ACO stated the new address does not match the HR employee data base. ACO will not change address. This employee is set up for EFF.	Delays reimbursement to employee		I am going to enter and approve and wait for the ACO to respond.	PA		\$ 139.00
AP	5/30/2021	2020-21	Rejected Invoice	This invoice was rejected for late (submission). The invoice is dated 11/30/2020 and was entered into Enterprise on 4/23/2021. It has never been relayed from the ACO how old an invoice could be without providing an explanation. I understand if it was from last	Payment deayed further to vendor.	6/2/2021	Provided reason and re-approved	PA	VNA101038, Invoice DHHS-11920	\$ 240.00

AP	6/9/2021	2020-21	Rejected Invoice	Invoice was reject due to "missing address and statement and reports attached but an invoice is needed". Address was listed on bottom of statement, reports that were attached were actually the invoices.	invoices originally approved by AP 5/13, ACO rejected 6/9. Payment delayed longer for vendor.	6/11/2021	Courtney who rejected replied to my email with the back-up is sufficient. This will be re-approved by AP on Monday, June 14th	PA	VNN10207, Invoice 0201-022721	\$ 1,907.50
AP	6/10/2021	2020-21	Rejected Invoice	Invoice was rejected due to "Why does the form specify "CalCard" for lodging? there doesn't appear to be lodging in this claim." The Reimbursement form from the ACO Forms page has "CalCard" as a default in this section.	Delay of payment to employee	6/11/2021	Let ACO know that Calcard is the default of their form.	PA	VNR101016, Invoice 0519-052721	\$ 24.30
AP	6/10/2021	2020-21	Vendor Numbers	ACO denied an address change to a client vendor number due to the newly received W-9 signature did not match older w-9 signature.	Further delay of payment for payment to an ILS client.	6/14/2021	Never received any correspondence back from ACO, the payment was approved late 06/11/21 and the check was printed 06/14/21	PA	<a href="#">VND100854, Invoice 060421</a>	\$ 1,000.00
AP	6/10/2021	2020-1	Vendor Numbers	ACO rejected claim even though address correction had been made and attached in Enterprise. This issue goes along with the issue in row 41	Further delay in payment. Claim originally approved by AP 5/12/2021 Impact to client as these are funds from the Childrens Trust	6/14/2021	Never received any correspondence back from ACO, the payment was approved late 06/11/21 and the check was printed 06/14/21	PA	<a href="#">VND100854, Invoice 050521</a>	\$ 6,000.00
SSFS	6/14/2021	2020-21	Rejected Invoice	RCAA Invoice for Community Housing Project (under the HHAP Grant) was rejected due to "Rates of pay do not match what is in contract."	Further delay of payment for vendor providing services under a housing grant from March 2021. Contractor did one budget revision back on 4/21/2021.			GDB	VNR00197, Invoice 043021A	\$ 19,088.24