# Internal Audit Report

## Program Review of Youth & Family Development Division

*FINAL REPORT*

DISTRIBUTED: September 8, 2009

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By CR-SDC – Internal Audit Department

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July 8, 2009

Janet Stenlund, Director of Programs
Energy Assistance Program-Social Development Commission
4041 N. Richards Street
Milwaukee, WI 53212

Dear Jan Stenlund:

The Internal Audit Department of the Social Development Commission has completed its audit of the Youth & Family Development Division, and enclosed is the report on that review.

Please submit a written response **no later than August 7, 2009** to the findings, concerns and recommendations outlined in the audit report. Your response should address the recommendations contained in the report and summarize your plan for implementation. If you have any questions or concerns, I can be reached at 906-2708.

Based on the Internal Audit Department's review of the Youth & Family Development Division, we noted no major deficiencies; however there are areas of concern which are outlined in the audit findings and recommendations. Audit findings and recommendations are discussed in the Audit Findings and Audit Recommendations sections of this report, followed by responses from the Youth & Family Development Division Program Director. In addition, the audit report will also include 'Agency-Wide' audit findings which will need to be addressed separately under a separate report from the Chief Executive Officer or designated Executive staff personnel.

We in the Internal Audit Department appreciate the assistance and cooperation extended by you and your staff during the program review. We also look forward to our continued partnership with you and your staff in ensuring that the programs of SDC are operating at optimal levels of accountability and efficiency.

Sincerely,

Nateida Jarnigan,
Audit Director

Enclosure: Internal Audit Department Report

Distribution: Deborah Blanks, Chief Executive Officer
Janet Stenlund, Director of Program Services
Audit Committee
Board of Commissioners

# INTERNAL AUDIT PROGRAM REPORT

## COMMUNITY RELATIONS-SOCIAL DEVELOPMENT COMMISSION

This internal audit report on the Youth & Family Development Division reviewed areas related to program operations and internal controls. Findings, concerns and recommendations are presented in this report as part of the ongoing commitment by the Community Relations-Social Development Commission (CR-SDC) to excellence in agency programming.

**AUDIT SCOPE AND OBJECTIVES**

The audit examined the Youth & Family Development Program (YFDP) as well as the Education and Training Program, which are part of the Youth & Family Development Division. The Internal Audit Department of the CR-SDC issued an audit of the Youth & Family Development Program in 2005 and of the Education & Training Program in 2002 respectively. The fiscal year under review covered January 1, 2008 through December 31, 2008.

The internal audit of Youth & Family Development Program and Education and Training Program was conducted through detailed analysis, tests, document reviews and interviews to determine the existence of balanced accounting, internal control, and compliance with agency policy and sound business practices. The Internal Audit Department of the CR-SDC began its review in March 2009, by conducting an entrance conference with the Director of Program Services and appropriate staff.

The audit included interviews of personnel in the Youth & Family Development Program as well as personnel in the Education and Training Program responsible for the administration of the various services offered through these programs. The audit reviewed data from *The Financial Edge* (CR-SDC Financial Software); including contracts and grant agreements the Youth & Family Development Division has with external funders and with assigned delegates of CR-SDC. The audit also examined records, accompanied staff during field work, as well as reviewed various YFDP and Education and Training communication documentation.

The audit will report on the findings and recommendations of both programs in separate sections in this report.

# YOUTH & FAMILY DEVELOPMENT DIVISION ORGANIZATIONAL AND FISCAL IMPACT

The Community Relations-Social Development Commission developed the Youth & Family Development Division which provides education, employment, recreation, support and opportunities to promote gang prevention, help at-risk youth and stop alcohol, tobacco and drug abuse among youth. Youth & Family Development services are available to youth, ages 8 through 19, and family members living in Milwaukee County. Approximately 90% of all YFDP referrals come from the juvenile court system.

**Youth & Family Development Program fiscal impact.** The Community Relations-Social Development Commission established the Youth & Family Development Program to promote gang prevention, help at-risk youth, and stop alcohol, tobacco and drug abuse among youth. This program has been receiving funding through the Office of Justice Assistance since 1985.

The program services offered through the Youth & Family Development Program include:

- Baby Think It Over
- Youth Sports & Recreational Activities
- Restorative Justice: Community Justice Intervention Program
- Alcohol, Tobacco And Other Drug Abuse
- Creating Lasting Family Connections
- Youth Employment

The Youth & Family Development Program alone generates approximately 2.5 % in total revenue that is generated through grants that are received from the State as well as through other local funding agencies. The major portion of funding for YFDP is from the Wisconsin Office of Justice Assistance. Below highlights the funding received for the period under review:

| **Funder** | **Program** | **Contract Period** | **Grant Award** |
|---|---|---|---|
| State of WI Office of Justice Assistance | Youth Gang Diversion Program | 7/1/07 to 6/30/08 | $490,000 |
| State of WI Office of Justice Assistance | Youth Gang Diversion Program | 7/1/07 to 6/30/08 | $300,000 |
| Fighting Back Incorporated | Creating Lasting Family Connections (CLFC) | 1/1/08 to 12/31/08 | $40,000 |
| Milwaukee County Department of Health and Human Services – Behavorial Health Division – WRAP AROUND MILWAUKEE | Family Connections Group | 3/15/08 to 12/31/08 | Fee for Service - $35/hour |
| Milwaukee County Department of Health and Human Services – Delinquency and Court Services Division | Family Connections Group | 1/1/08 to 12/31/08 | Fee for Service - $35/hour |

**Education & Training Program fiscal impact.** The Education & Training Program was established around 1984 and has been receiving funding from Milwaukee Area Technical College for over two decades and generates approximately 1.4% in total revenue through local funding sources annually. The purpose of the Education & Training Program is to provide education and training in areas of GED/HSED preparation and testing, financial literacy education and offers financial assistance for training programs. All classes are taught by qualified teachers.

The program services offered through the Education & Training Program include:

- Basic Skills and Adult Basic Education
- Competency-Based Program
- Career and Orientation 750
- GED/HSED Testing
- Financial Literacy and Get Checking
- Skills Enhancement Program
- Boosting Employability through Soft Skills Training.

The Education & Training Program generates approximately 1.0 % in annual revenue that is generated thru grants that are received from various local funding agencies. Below highlights the funding received for the period under review:

| **Funder** | **Program** | **Contract Period** | **Grant Award** |
|---|---|---|---|
| Miller Brewing Company | Skills Enhancement Program | 5/21/08 to 5/20/09 | $25,000 |
| Milwaukee Area Technical College (MATC) | Adult Basic Education | 1/1/07 to 6/30/08 | $30,979 |

# YOUTH & FAMILY DEVELOPMENT
# &
# EDUCATION AND TRAINING

## AUDIT CONCLUSION

The Internal Audit Department was impressed by the dedication, passion and commitment of the staff in the Youth & Family Development Program and the Education and Training Program. Staff clearly has a high level of commitment and dedication to the youth they serve throughout the Milwaukee County area.

Overall, the audit found the Youth & Family Development Program (YFDP) and Education and Training Program process to be adequate. The audit found both YFDP and Education and Training were in compliance with reporting requirements as required by Local, State and/or Federal funders. However, while sound controls are in place surrounding the reporting process to Local, State and/or Federal funders, the processes, policies and procedures that are currently in place need significant improvement. Sound control over any process begins with top management involvement.

Community Relations-Social Development Commission top management's involvement in the formalized process of how both the YFDP and Education & Training Program operate from entrance to exiting of the program is an important strength to have. Good internal controls require well-written policies and procedures governing the entire process for both the YFDP and Education & Training Programs.

The audit is most concerned with the lack of policies and procedures in the Programs. The concern is the Programs are not operating at their optimal levels, due to lack of staffing and lack of training. The audit disclosed the beginning efforts toward policy & procedural manuals in both the YFDP and Educational & Training Programs. The audit findings and recommendations will highlight key areas of improvement that will allow the Programs to run more effectively and efficiently.

# YOUTH & FAMILY DEVELOPMENT
# AUDIT FINDINGS & RECOMMENDATIONS

**1. Finding**
The manual is in draft form and not well written to explain the programs and how the clients enters and exits the program.

**Recommendation**
The Internal Audit Department recommends YFDP, as a whole, update and complete its manual with all policies and procedures indicating how the program is run from entrance to exit. We also recommend that the manual exclude information that can be referenced in the SDC personnel manual, such as Time Trax, Work hours, etc. The manual should also have a table of contents to ensure that the reformatting of the manual references each individual program.

**2. Finding**
There are written ***draft*** procedures regarding how monies are received for community service fees. The YFDP chooses to use volunteer hours as community service.

**Recommendation**
The Internal Audit Department recommends that the written procedures draft be rewritten including guidelines which explain how the fees will be paid or if community service will be a form of payment. Also the recommendation is to review the rule according to CJIP policies and procedures.

**3. Finding**
The policy and procedure draft highlights the CJIP, CLFC and BTIO Programs and does not clearly state nor define them.

**Recommendation**
The Internal Audit Department recommends that a process and procedure be clearly defined to include:

- how the program functions,
- how documents are used in the specific programs,
- how often reports should be evaluated by either the YFDP manager and or the funder.

Once these policies and procedures are implemented, we recommend that the YFDP Division Manager do more spot checks of the programs to ensure their efficiency.

**4. Finding**
The ATODA Program has a very detailed intake process, policy wise; however, the appendix was not readily available during the interview process.

At the end of the audit fieldwork, we received the appendix to the policies and procedures, which explains the program procedures, but it is not complete.

**Recommendation**

The Internal Audit Department recommends that policies and procedures are combined to illustrate the complete process of ATODA policies and procedures.

We also recommend that a comprehensive training be completed for both the ATODA Department and the YFDP Advocates as it relates to the intake process.

**5. Finding**

The Community Outreach Coordinator position should be reviewed and evaluated. The monthly report provided by the Outreach Coordinator states the need for more outreach in the community.

**Recommendation**

The Internal Audit Department recommends that the position of Community Outreach Coordinator (COC) be more clearly defined according to the needs of the YFDP. There should be a clear plan for more presentations and outreach in the community. The audit also recommends that an assessment of the current job description and responsibilities be reviewed. An additional recommendation is that the (COC) should do more assessments annually to bring additional resources to Southside clients.

**6. Finding**

The sign in and sign out procedure of the binder was not complete. Youth were only signing in, but not signing out when their activity was complete i.e., meeting with the Advocate, attending a presentation etc.

**Recommendation**

The Internal Audit Department recommends that youth sign in and sign out when attending any function for SDC. This will keep track of where they are in the building and note specifically what activity they are present for and attending. This will cut down on the traffic throughout the building.

**7. Finding**

In my review of the programmatic documents it appears there are many opportunities to create documents in electronic version. i.e., CSO referral, ATODA service registration form, Compliance report and Non-compliant form

**Recommendation**

The Internal Audit Department recommends that the YFDP start some discussion and planning with the IT department on how to create a data base or electronic document storage within the Integrated Service Delivery System (ISDS) to make using the documents easier and more efficient. The ISDS is an electronic program that is set-up to streamline how we obtain information from our clients.

**8. Finding**

Files that were requested from the Youth Sports Family Advocate were easily accessible and were not in a file cabinet. Check Request documents had social security numbers on the documents.

**Recommendation**

The Internal Audit Department recommends that the Accounting Department revise their documents/ forms so that they do not require a Social Security number as an identifier.

**9. Finding**

In reviewing the YFDP Sports Advocate files it appears that all checks that are requested are being handled correctly. Some additional concerns noted, which were highlighted in the last internal audit conducted in 2005:

a. List of Referees
b. List of Volunteers for the games that will be played
c. Background checks were not filed in Human Resource or the program did not have copies. This was mentioned at the interim audit meeting on May 22, 2009 so this could be rectified immediately. Per the contract, background checks need to be completed every three years on existing employees.
d. Referee Application Process

**Recommendation**

The Internal Audit Department recommends:

A. When organizing the basketball league, the schedule for games should include:
   1.) Name of referees
   2.) Timekeepers
   3.) Security assigned to each game.
B. A copy of all required certification should be obtained, i.e., background checks on referees, Wisconsin Interscholastic Activities Association (WIAA) cards. The WIAA is an accredited association that licenses referees and handles sports rules and regulations.
C. Copies of background checks are maintained with YFDP to be furnished upon request.
D. A process or guideline is implemented when hiring referees and that a roster of Ref's are easily accessible to the YFDP Manager

In addition, the Internal Audit Department recommends that background checks are conducted on vendors as well that are providing services for SDC, such as a Delegate Agency as stipulated in the funders contracts.

**10. Finding**

There is a need to assess whether or not the program is functioning at its fullest capacity to ensure that it is fulfilling its contract. Per the contract, background checks need to be completed every three years at Delegate agencies, specifically for those staff that serve minors.

The audit report, as required in the SDC Delegate Agency contract, was not obtained by YFDP. The Internal Audit Department requested a copy of the 2007 audit report at the time the fieldwork was completed.

**Recommendation**

The Internal Audit Department recommends YFDP should assess their contract to determine the effectiveness of its resources and determine if more resources are needed to support the youth and parents at the Southside facility.

Complete background checks on new employees, and every three years on existing employees.

The YFDP manager should request, as stated in the SDC Delegate agency contract a copy of the Annual Audit Report. A copy should be kept with YFDP and/ or Accounting and a copy should also go to the Internal Audit Department.

**11. Finding**

There is currently not a written policy in place prohibiting anything that promotes, glamorizes or recognizes gangs.

**Recommendation**

Per review of the State of WI Office of Justice Assistance contract, there is a specific provision outlined in the contract that states YFDP have a written policy prohibiting anything that promotes, glamorizes or recognizes gangs.  The YFDP Division Manager should create the required policy and distribute as needed to clients as well as to all staff.

**Additional Recommendation based upon the staff**

The Internal Audit Department recommends that space and privacy be evaluated by management to determine if and how space could be logistically changed to accommodate a more private setting. If space is accessible, the department could expand to handle more caseloads, providing more assistance and resources to the community.

# EDUCATION & TRAINING PROGRAM
# AUDIT FINDINGS & RECOMMENDATIONS

## I. Cash Receipts

There were a total of 341 receipts. The Internal Audit department sampled 10% of the population which totaled 34 receipts that were tested. Approximately 50% of the population sampled was traced through the process to ensure the Education & Training coordinator written receipts were given to the Executive Administrative assistant and then cash and/ or money orders were processed by the Accounting department. In addition, approximately 50% of the population noted the following findings:

**1. Finding**
A total of three receipt books were being used. There were several original ink receipts that were given to clients.

**Recommendations**
The Accountability Manual states that one receipt book should be used until it is completed; multiple books should not be used or available.

The Internal Audit Department recommends that only one receipt book is used to complete receipts that are given to clients. Also the recommendation is to ensure that the receipt is completed with correct carbon copy so that there isn't any manipulation of the original receipt.

**Note:**
This is a repeat finding and recommendation from the January 2005 internal audit report that was issued.

**2. Finding**
It was hard to determine dates that were written on the receipts

**Recommendation**
The Internal Audit Department recommends that all receipts are written in a standard date format to show consistency for writing receipts. i.e., mm/dd/yyyy. The format can be determined by the Program.

**3. Finding**
In reviewing the receipt books we noted the following:

A. receipts were not legible
B. Name could not be read i.e., receipt #6686
C. No date appeared on receipt #635970
D. Descriptions on the receipts were not always complete

**Recommendation**

The Internal Audit Department recommends that a process be implemented to properly complete receipts given to clients. Receipts should be properly checked and marked verifying that either a money order or a check was received.

We would also like to see a description of the services the client receives on the receipt.

**4. Finding**

In reviewing the deposit spreadsheet managed by the Education Coordinator, we found it difficult to correlate the receipt# with the fees.

**Recommendation**

We recommend that a column is added to the Deposit spreadsheet- title column Receipt- to add receipt numbers to ensure easier reconciling of the receipt book.

**5. Finding**

In my review of the receipts a stamp was approved with a date and initials from the Executive Administrator that a reconciling process happened to ensure that money had been received; however, there were instances when those monies were not received until weeks later.

**Example**- A student was written a receipt in October and fees were not deposited until November 17, 2008; (receipt #1561) - The fees were reconciled on November 13, 2008 which means fees were being held a total 11 business days and/ or a total of 2 weeks 3 days.

**Recommendation**

The Internal Audit Department recommends that monies received should be given to accounting daily for deposit. Even if funds are not deposited that day they can be secured in the accounting department safely.

**Note:** This is a repeat finding and recommendation from the January 2005 issued internal audit report.

## II. Policies and Procedures

**1. Finding**

The manual is in draft format. It is not properly written to explain the entrance and exit of some of the programs.

**Recommendation**

The Internal Audit Department recommends that a manual be completed with all policies and procedures indicating how the program is run from entrance to exit. The manual should also have a table of contents and ensure that the reformatting of the manual is referenced to each individual program. It is also recommended that the manual be reviewed by the YFDP Program manager.

**2. Finding**

There were no visible fire extinguishers, defibrillator kits and first aid kits in the classrooms. The evacuation map cannot be easily read or followed in the event of an emergency.

**Recommendation**

The Internal Audit Department recommends that the manual include information on/ or that:

- Blood-Borne Pathogens (BBP) and Cardiopulmonary Resuscitation (CPR) training be required and any additional training the program would see as a benefit.
- Trainings could be done on a scheduled basis. The audit recommends that it's done quarterly or semi-annually.
- The font on the evacuation map should be larger so in the event of an emergency situation the evacuees can see clearly where they should exit. Also the E&T Training program should have a separate evacuation plan in place to include fire drills which should be conducted twice a year due to E&T conducting classes on weekends.

We also recommend that the Program works with Facilities to ensure fire extinguishers, defibrillator kits, first aid kits, etc., are made visible and available.

**3. Finding**

The Skills Enhancement policies and procedure manual is very well written and has a detailed intake process.

**Recommendation**

The Internal Audit Department recommends that the format of the Skills Enhancement manual is mirrored and used as a guideline as to how policies and procedures should be written throughout the program.

**4. Finding**

The B.E.S.T program policies and procedures are not completed in its entirety. The manual should be reviewed and assessed to ensure all components of the program are in the manual.

**Recommendation**

The Internal Audit Department recommends the Best Program manual is re-written and mirrored as the Skills Enhancement Program Manual to show continuity throughout the E&T Program. We also recommend that the E&T Manager assess how more training will benefit the Best Program as a whole and that the Real Work Real Pay (RWRP) is reviewed and evaluated to determine the possibility of this program potentially generating additional funding in the future.

**5. Finding**

There are several programs that need policies and procedures that need to be developed which include: General Education Development (GED), High School Education Development (HSED 5.09), Get Checking, Money Smart and Career and Orientation 750. The Educational Coordinator has too many responsibilities under the job description.

**Recommendation**

The Internal Audit Department recommends that the Educational Coordinator position is re-assessed and reevaluated for the success of this position. It is also recommended that policies and procedures are written for the (GED), (HSED 5.09), Get Checking and Money Smart and Career and Orientation 750 program to include entrance and exiting. Additionally, we recommend the Education & Training Coordinator attend training that is beneficial to the position.

**6. Finding**

Education Coordinator is signing off on timesheets for the Senior Aid Program (a.k.a SER) workers. There is no specific process or procedure in place to indicate as to how this should be handled.

In addition, the Education Coordinator is not actually *"supervising"* the Program, but is supervising the senior aid worker that is assigned to E&T. The Director of Operations is responsible for the direction of the SER job workers.

**Recommendation**

The Internal Audit Department recommends that this process is re-assessed and reevaluated. It is also recommended that policies and procedures are written specifically on the supervision of Senior Aid Program ( a.k.a. SER) workers that are assigned to the Program. The SER Program and its workers are monitored by the Director of Operations. Additionally, we recommend the responsibility is transferred for signing timesheets to the E&T Manger and/ or the YFDP Manager.

**7. Finding**

The Examiner for proctoring GED testing is currently not part of the Education & Training Program or within the YFDP Division.

**Recommendations**

The Internal Audit Department recommends that a selected staff person is required to obtain a certificate as the Examiner in order to proctor GED testing in the Education & Training Program.

**8. Finding**

The Career and Orientation 750 Program procedures are currently in a letter format.

**Recommendation**

The Internal Audit Department recommends that the Career and Orientation 750 Program need to create a policy and procedure manual on how the Program should operate. Additionally, we recommend that the E&T Department consider what is the effectiveness and benefits of how this Program is being ran.

**Note:** An additional concern from the Education Coordinator is that there are many phone calls being transferred directly into his voicemail. If at all possible, in an effort to not continue to overwhelm the Educational Coordinator, calls could be pre-screened and sent to another designated voicemail which could be checked by other individuals within E&T. The Educational Coordinator is struggling with time management due to all of the responsibilities and constraints of the position and would like to attend more training in order to be more successful in his role.

# AGENCY WIDE FINDINGS & RECOMMENDATIONS

During the course of the audit fieldwork that was conducted for the Youth & Family Development Division, there were areas that were required to be reviewed, but essentially fall under the responsibility of other Executive Staff. This section will highlight those areas of concerns separately and will expect an audit response from the Executive Director or designated Executive staff personnel.

**Review of the Emergency Procedures Manual:**

1. Critical Incident Response Procedure – Alert management phone number is not consistent with the phone number listed in the actual Emergency Procedure manual.
2. Titles and phone numbers are not consistent throughout the entire document.
3. Current manual appears to only be stored on the Human Resources Department internal drive.

**Recommendation**

1. The Internal Audit Department recommends that the Emergency Procedures Manual be reviewed in it's entirety by the Human Resource Director and appropriate staff. The final updated manual should be added to eServices and notification sent to the entire SDC staff so they are aware this document exists.
2. A Disaster Recovery Plan should be written and headed by the Director of Operations. The final version should be added to eServices and notification sent to entire SDC staff so they are aware this document exits. Training should be conducted so that staff is aware of how to conduct on-going business in the event of a disaster.
3. Pg. 1 – all phone numbers should be properly updated.
4. Pg. 3 – person listed to contact is security; it should be 911 first, then security. Security should then notify appropriate personnel.
5. Pg. 3 – Security is listed as personnel to complete incident report. The witness to the incident should complete the incident report.
6. Pg. 4 – The Chief Executive Officer phone number is listed as the emergency contact. The Internal Audit Department suggests this change to the Director of Operations. The Director of Operations should then contact The Chief Executive Officer immediately.
7. Pg. 6 – The name of the Safety Representative should be listed as well as their location.
8. Pg. 7 – Identify where all police records are kept.

**Conclusion**

The audit concludes that the entire Emergency Procedure Manual should be updated and stored on eServices and SDC staff notified of its existence. In additional A Disaster Recovery Plan also known as a Business Continuity Plan should be created. A Disaster Recovery Plan is a process to prepare for and mitigate the risks associated with future incidents that could jeopardize the organization's core mission and long term health. The plan should minimize disruptions of service to customers, minimize financial loss and ensure a timely resumption of operations.

Currently CR-SDC does not have such a plan in place and it is critical in today's environment to implement a plan that will allow the agency to continue to operate in the event of a disaster. A Disaster Recovery Plan is a very cumbersome project; however, it is critical that there is Executive Management support for this plan and that all Executive staff take part in the implementation of the plan. This plan cannot and should not be the sole responsibility of the Director of Operations.

**Review of Check Requests:**

Check Request documents should be revised to include an identifier other than a Social Security number. According to the YFDP Sports Advocate who completed the check request, the form requires some type of identifier.

The audit also noted there is a segregation of duties as checks are collected by the Executive Administrative staff; and given to Accounting for deposit.

**Recommendation**

The Internal Audit Department recommends that the Accounting Department revise their document so that it does not require a Social Security number as an identifier. Also the Accounting Department, along with the YFDP, should evaluate any form and/or document that have a Social Security number identifier to ensure we do not have a case for potential identity theft.

**Conclusion**

The audit concludes that the Accounting Department evaluates any forms or documents that have Social Security numbers used as identifiers. Also any form that is updated should be redistributed throughout the agency so staff are aware of the change and are using the proper forms going forward.

**Review of the Civil Right's Compliance Plan and Limited English Proficiency Plan:**

Upon request of the Civil Right's Compliance Plan (CRC) and Limited English Proficiency Plan (LEP), it was noted that the Limited English Proficiency Plan was completed by the Quality Assurance Manager in 2007. However, that position was eliminated and the current LEP plan was given to the Audit Department by the Marketing Manager. The Civil Right's Compliance Plan was completed by the Human Resources Manager.

**Recommendation**

The Internal Audit Department recommends that the Civil Right's Compliance Plan and the Limited English Proficiency Plan are both updated and maintained by the Human Resources Department. A copy of the current Limited English Proficiency Plan should be obtained from the Marketing Manager as both plans expire December 31, 2009.

## Conclusion

The audit concludes that it is more practical for the Human Resources Department to be responsible for updating and maintaining the Civil Right's Compliance Plan and Limited English Proficiency Plan. These plans are due to the State of Wisconsin – Department of Health and Family Services January 2010.

# DEPARTMENT RESPONSE

*Response included after this page*

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# Social Development Commission

## Program Response
## to
## Internal Audit Department

## Program Review
## of
## Youth and Family Development Division

## August 10, 2009

# Youth & Family Development Program
# Audit Response August 10, 2009

| Finding | Recommendation | Plan of Action | Date completed | Person Responsible | Comments |
|---|---|---|---|---|---|
| 1) Manual Draft not well written. | - Explanation of how the program runs | -Manual will be completed and will include all services that are being provided as well as the program's overview | Sept.14, 2009 for the final. | Leadership team | Leadership team policy sections due Aug. 24th to manager. |
| 2) Policy on how money will be received | - Policy to include money collected and community service | -Policy draft completed will be formalized Sep. 14th and included in Program Manual. | Sept.14th for the final | Craig & Priscilla | |
| 3) Policy & procedures<br>*CJIP<br>*CLFC<br>*BTIO | - How the programs function<br><br>-Manager spot check | -All services and programs being provided will be included in Program Manual.<br><br>-Develop monitoring plan | Sept. 14th | YFDP Staff<br><br>Leadership team | -Policy sections due Aug. 24th to the manager.<br><br>-A monitoring plan will allow on-going monitoring to take place and ensure programs success |
| 4) AODA appendix not available | - To combine appendix with policy & procedures. | - All AODA manuals will be reviewed to ensure that the Appendix is inclusive. | -July 30, 2009 | Susan Sigl | -An electronic version of the manual was sent to the Internal Auditor as two separate documents, one the policy section and the second, the appendix. SDC |

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| | | | | | AODA staff updates the manual, which is reviewed by the state and the Division Manager. AODA staff regularly attends AODA trainings provided by certified staff and consultants. |
| 5) Community Outreach position review & evaluated. | - Define position and conduct an assessment of position.<br><br>-Plan for presentations & outreach | -Meeting was held to review Job description and Objectives to ensure that there was a clear understanding of staff roles and responsibility.<br><br>-Outreach Coor. will conduct three | June 2, 2009 | Program Manager | - Please ensure that a mechanism is in place that interviews conducted with staff are sound and relate to the subject matter rather than providing a venting session. If this does occur, then the supervisor should be able to provide clarity. (This would be beneficial if there are disciplinary actions in process.)<br><br>-This information was taken from the |

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|---|---|---|---|---|---|
| | -Southside services | presentations/outreach per month to orientate the community about the services YFDP has to offer.<br><br>- This position does not provide direct services to clients.<br>Services are being provided to our Southside residents in 2 different options. (See Comment Section) | | | monthly reports of the Coordinator as a self reflection of how she could improve in her goals for the position.<br>-Client cases that are referred to our program, are reviewed by the Youth & Family Services Supervisor to determine what services are needed.<br>*Delegate:* If they are only in need of Case Management and community Service Hours they are referred to Milwaukee Christian Center for those services.<br>*YFDP:* If the client is in need of additional services such as AODA, they are assigned to a YFDP Family Advocate and an AODA team |

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| | | | | | member. Services are provided at our Southside location one day a week or as needed per the clients. |
| 6) Sign in & out procedure | -That youth sign in and out as they enter and leave the program. | -Activities calendar will now list the location of that activity.<br>-Will reinforce youth sign in & out Advocates will walk youth to the sign- in book to ensure youth sign-in and out. They will also stress the importance of signing in and out during the intake. | Sept. 21, 2009 | Y&F Supervisor<br>Family Advocates<br>Outreach Coor. | |
| 7) Create documents in electronic version. | -To use the ISDS for program forms. | -Meeting held with data administrator to begin the process. | October 16, 2009 | Divisional Manager<br>Y&F Supervisor<br>AODA Supervisor<br>Database Admin. | |
| 8) Easily accessible files check request | - Accounting Department to revise forms | -Files are kept in a locked cabinet and the most current check request form is being used that doesn't require a Social Security Number. | May 28, 2009 | Family Advocate | YFD Supervisor reviewed with staff the need to maintain the files in a locked cabinet, when they are not being processed. |

| | | | | | |
|---|---|---|---|---|---|
| 9)a) List of Referees<br><br>b) List of Volunteers<br>c) Background checks for referees.<br><br>d) Referee application process. | a) To include names of referees, timekeepers and Security.<br><br>b & c) WIAA Certification obtained and background checks.<br><br>d) Guidelines to hiring referees. | a) The names of those individuals serving as Referees, timekeepers and Security will be indicated on each schedule for the leagues.<br>b & c) Prior to the start of the new leagues this Fall, the referees on file will have a Background check on file in HR and with Activities Coordinator along with a copy of their WIAA certification.<br><br>d) An application process will be developed for hiring referees. | -October 2009<br><br>-September 2009<br><br>September 2009 | Activities Coor. | |
| 10)<br>-Per contract, Background Checks are to be completed every 3 years.<br><br>-YFDP did not have a copy of delegates 2007 audit report. Christian Center Background Checks were not done | -Complete background checks on new employees and every 3 yrs for existing employees.<br><br>-Manager to request a copy of delegate's annual audit report. | -Background check dates will be requested by future delegates to ensure that funding requirements are met prior to contract being signed.<br>-Request a copy of the Delegate's Audit report prior to signing the contract. (Disseminate copies as needed.) | -October of each year | Divisional Manager | -A portion of this finding was found to be out of compliance based upon an interview with the delegates Manager. However, that discussion is not documented within the finding. |

| | | | | | |
|---|---|---|---|---|---|
| based upon an interview with staff | | | | | |
| 11) No written Policy prohibiting the glamorizing of gangs. | - Create and distribute a written policy prohibiting the glamorization of gangs. | - This policy will be created and place in the following documents:<br>*code of conduct<br>* manual<br>*discussed during orientation | September 21, 2009 | Program Manager<br>Y&F Supervisor<br>AODA Supervisor<br>Outreach Coor. | |

YFDP Policy & Procedures Manual Assignments

| Content | Person Responsible |
|---|---|
| Table of contents | Priscilla |
| Org chart | Priscilla |
| Acknowledgement forms | Priscilla |
| Page# 5 | Priscilla |
| Policies | |
| Recruitment /referral | Willie Mae |
| Confidentiality | Susan |
| Client eligibility | Willie Mae |
| Employee hours | Willie Mae |
| Employee training | Willie Mae/ Susan |
| Customer service | Carolina |
| Intake | Willie Mae |
| Record keeping | Carolina |

| | |
|---|---|
| Adsystech data | Leadership team |
| File checklist | Willie Mae/ Susan |
| Background/overview | Carolina |
| Site locations | Priscilla |
| Forms | Willie Mae/ Susan |
| Monitoring/ reporting | Willie Mae/Susan/Priscilla |
| Function/duties | Priscilla / Willie Mae / Susan |
| Program mission | Current |
| Community service | Willie Mae /Carolina |
| Services | |
| BTIO | Jennifer |
| Youth Employer | Jennifer/ Yolanda |
| CLFC | Jennifer |
| Tutoring | Carolina |
| Mentoring | Carolina |
| CJIP | Craig/ Susan |
| Recreation | David/Jaron |
| AODA | Susan |
| Anger management | Susan |
| YAB | Bryant /Carolina |
| Teen talking circle | Jaron |
| Parent Involvement | Carolina |
| Conflict Resolution/mediation | Carolina |

# Education & Training
# Audit Response August 10, 2009

| Finding | Recommendation | Plan of Action | Date of Completion | Person Responsible | Comments |
|---|---|---|---|---|---|
| 1) 3 receipt books were being used to document payment. | -To follow the Accountability Manual that states that one receipt back be used at a time. | -One receipt book will be used at a time until completely full. | -August 7, 2009 | Education Coor. | -Receipt books will be reviewed by the Program Manager quarterly.<br>*January<br>*April<br>*July<br>*October<br><br>-Divisional Manager will review semiannually.<br>*January<br>*July |
| 2) Dates of collection of fees were hard to determine on the receipts | -To use standard date format. | -Use standard date format of mm/dd/yyyy. | -August 7, 2009 | Education Coor. | -Receipt books will be reviewed by the Program Manager quarterly.<br>*January<br>*April<br>*July<br>*October<br><br>-Divisional Manager will review semiannually.<br>*January<br>*July |
| 3) Some receipts were missing some of the following | -To properly complete receipts process. | -Receipts will include<br>➢ Name<br>➢ Date | -August 7, 2009 | Program Manager<br>Education Coor. | -Receipt books will be reviewed by the Program Manager quarterly. |

| | | | | | |
|---|---|---|---|---|---|
| documentation.<br>-Not legible<br>-Name could not be read<br>-No Date<br>-Description of payment not indicated. | | ➢ Amount<br>➢ Service<br>➢ Form of payment<br>*A copy of format will be included within the receipt book. | | | *January<br>*April<br>*July<br>*October<br><br>-Divisional Manager will review semiannually.<br>*January<br>*July |
| 4) Difficult to correlate the receipt # w/Deposit spread sheet. | -Add column to Receipt # to deposit spread sheet. | -Add column to Receipt # to deposit spread sheet. | -July 31, 2009 | Education Coor. | -To be reviewed by Program Manager (Monthly).<br>-To be reviewed by Divisional Manager semi-annual. |
| 5) The reconciling process | -Daily submission of payments for deposits to Executive Administrators. | -Institute policy for payments collected. (For weekends or evening, the next business day.) | August 7, 2009 | Education Coor. | -To be reviewed by the Program Manager monthly and every 6 months by Divisional Manager. |
| Policies & Procedures | | | | | |
| 1) Current Manual is in draft format. | -Manual completed with all policies and procedures from entrance to exit. | -Manual will be completed and all services/programs to be inclusive. | Sept. 21, 2009 | Program Manager<br>Education Coor.<br>BEST Coor. | -Program Manager, E & T coordinator, BEST coordinator, Divisional Manager |
| 2)- No fire extinguishers visible. | | -Finding is for fire extinguisher in the classroom, which was | April 2, 2009 | | |

| | | | | | |
|---|---|---|---|---|---|
| -Defibrillator kits or<br><br>-First aid kits in the classrooms and<br><br>-A readable evacuation map. | | installed.<br><br>-Defibrillator kits (*Refer to safety committee)<br><br>-First Aid kits were purchased and placed in the classrooms May 20, 2009.<br>-Evacuation map was completed and posted May 7, 2009. | | | -Currently this is not a requirement for department's funder and as a result, the program's budget will not allow for this expense. It will be referred to SDC's Safety Committee. |
| 3) Skills Manual | | | | | -Statement is a Commendation, and it should not be listed as a finding. |
| 4) BEST Manual | -Review and evaluate Real Work Real Pay as a possibility for generating program income. | -See finding # 1 of this section<br>-Will research this W-2 possibility for applicable positions. | October 2009 | BEST Coor. | |
| 5) A) E & T program manual | -Position be reassessed & re- | -A) See finding # 1 of this section. | | Division Manager | |

| | | | | | |
|---|---|---|---|---|---|
| B) Education coordinator responsibilities as it relates to job description. | evaluated | -B) Job description reevaluated and changes implemented and documented through HR. | Sept. 15, 2009. | | |
| 6) Education Coordinator signing off on Senior Aid program. | -Reassess & evaluate SER Jobs | -Program Manager/ Coordinator will continue to over see Senior Aid. | | | -Senior AIDES are volunteers assigned to SDC programs. SER, the host agency, provides program guidelines to SDC. |
| 7) The Chief Examiner not apart of Division. | -That this individual be apart of the division | -State requires that the Chief Examiner position and the instructional position be separate. The Education and Training staff is currently serving as instructors or substitutes. | | | |
| 8) Career & Orientation 750 program. | -Create policy & procedures manual. | -See finding # 1 of this section. | | | |

**AUGUST 10, 2009**
**RESPONSE TO YOUTH AND FAMILY DEVELOPMENT DIVISION**
**AGENCY WIDE FINDINGS & RECOMMENDATIONS**

Review of the Emergency Procedures Manual

There are three findings in the Emergency Procedures Manual which encompasses the Critical Incident Response Procedure and the Emergency Procedures Handbook. The responses and/or corrections follow:

1. The alert management phone number is now correct and consistent with the Emergency Procedures Manual.
2. Titles and Phone numbers were reviewed and corrected to be consistent throughout the entire Emergency Procedures Manual.
3. The Emergency Procedures Manual is located on the Human Resources Department internal drive and the facilities (I:) internal drive as well as e-services.

Recommendations

1. The Emergency Procedures Manual was reviewed by the Human Resource Director and appropriate staff. The Emergency Procedures Manual will be added to e-services by Human Resource staff and staff will be notified. The Emergency Procedures Manual will be available in e-services by August 31, 2009. Staff will be notified immediately upon availability.
2. A Disaster Recovery Plan is in the initial stages of planning and a work group to assist the Operations Director in developing the Disaster Recovery Plan is also being created. The Executive Team and Management staff will provide critical information and monitor actual implementation of plan which may require on-going updates and alterations to minimize disruptions of service, financial loss, and timely resumption of service. In developing a timeline, the first activity is to develop an outline rough draft that identifies the areas needing to be addressed in a Disaster Recovery Plan. Subsequently, we will meet to add existing procedures and plans to all areas, develop required procedures and plans in areas that have not been addressed in the past and come up with a Disaster Recovery Plan <u>Draft</u> by January 31, 2010. Within the process of developing the Disaster Recovery Plan Draft, the Team will determine the need to procure a consultant to review the plan, to make any additions or recommendations, and pull the plan together in final document format for distribution and implementation.
3. . All phone numbers are current and correct in the Emergency Procedures Manual.
4. Under Medical Emergencies (pg. 3) of the Emergency Procedures Manual, recommended changes were completed as suggested.
5. Under Medical Emergencies (pg. 3) of the Emergency Procedures Manual, the recommended change was made to reflect the Witness as the person to complete the incident report.
6. Under Power Failure/Gas Leak (pg. 4) the Chief Executive Officer will be notified by the Operations Director. The initial point of contact will be the Operations Department, phone numbers have been included.
7. The section In Case of Flood, the Safety Representative is no longer applicable, the responsibility has shifted to the Operations Department. The Operations Director name and phone have been added.

8. Police records are kept by the Operations Manager in their office currently located in the lower level (vehicle storage area). Incidents involving the police and SDC staff are kept in personnel folders located in locked files within the Human Resource Department.

<u>Review of Check Requests</u>

All accounting forms were revised in June 2008. During this process, the request for social security information was removed from these forms. The forms are on E-services for employees to access.

<u>Review of Civil Rights Compliance Plan & Limited English Proficiency Plan</u>

The Civil Rights Compliance Plan is updated by the Human Resources Manager as requested by the State or County. The current plan was approved through December 2009 and the report will be re-submitted in 2009.

Limited English Proficiency compliance responsibilities will be re-assigned to a staff person who will have the understanding and relationship to our programs, no later than the end of September.

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# Emergency Procedures Manual

Administrative Offices

4041 North Richards Street

Milwaukee, WI 53212

414.906.2700

Revision Date: July 31, 2009

# Table of Contents

# Emergency Phone Numbers

## In an emergency, call 911

| | |
|---|---|
| **Director of Operations:** | **414-906-2310** |
| **SDC Operations Manager** | **414-906-2805** |
| **SDC Security/Richards:** | **414- 906-4615** |
| **Police District Five:**<br>**2920 N. 4th Street**<br>**Milwaukee, WI 53233** | **414-935-7252** |
| **Captain's Office:** | **414-935-7250** |
| **Lieutenant's Office:** | **414-935-7251** |
| **Sergeant's Office:** | **414-935-7257** |
| **Community Liaison Officer:** | **414935-7258** |
| **Non Emergency Number:** | **414-933-4444** |
| **Fire Department - Non-Emergency:** | **414-286-8999** |
| **Fire Station #18:**<br>3628 N. Holton St. | |
| **Poison Control:** | **1-800-815-8855** |
| **Road Conditions:** | **1-800-762-3947** |
| **Bonded Alarm Service:**<br>Russell Weis | **414-529-1123**<br>**414-581-1402** |

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# In Case of Fire/General Evacuation

## In Case of Fire

**If you discover a fire or see smoke:**

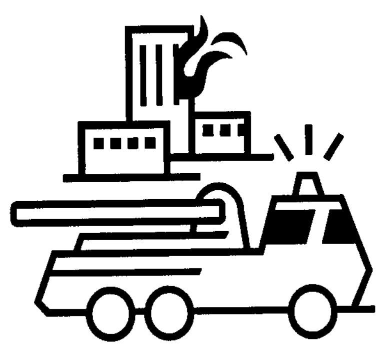
- Sound the building's fire alarm
- Evacuate staff and clients through one of the **RED** lighted **EXITS**
- Close all doors ***if possible***, **but leave them unlocked**
- Re-assemble everyone at the east side of Richards Street

**Once everyone is safe, proceed with the following steps:**

- Stay calm and call **911**. Tell the dispatcher the location of the fire and be specific with details. Call **Security** at: **906-4615**
- Account for all staff and clients visiting the premises
- Report the names of everyone not accounted for to the Fire Department, giving their last known location in the building
- Call the **Operations Manager** at: **906-2805** as soon as you are able to do so safely
- The **Operations Manager** will contact the building's owner to report the fire

## General Evacuation Procedures

- If there is a situation that calls for evacuation, employees should contact the **Operations Manager** at; **906-2805** and **Security** at; **906-4615. Facilities** and **Security** staff will ensure that offices and all other areas of the building are clear of employees, clients, and visitors.
- Once the notice that the building must be evacuated has been given, employees, clients and visitors will leave the building using the nearest unobstructed exit.
- All employees, clients and visitors will assemble at the SDC assembly point, located on the east side of Richards Street.
- If you are required to evacuate or take shelter; take your purses, cell phones, keys, etc. You may not be able to return to your office or re-enter the building.



# Medical Emergencies

≈ Witness to incident will call **911** to report the type of injury/illness, providing them with: The condition of the individual, what happened to the individual, and what their location is. Witness should meet the responders outside and take them directly to the location

≈ One person should stay with the patient

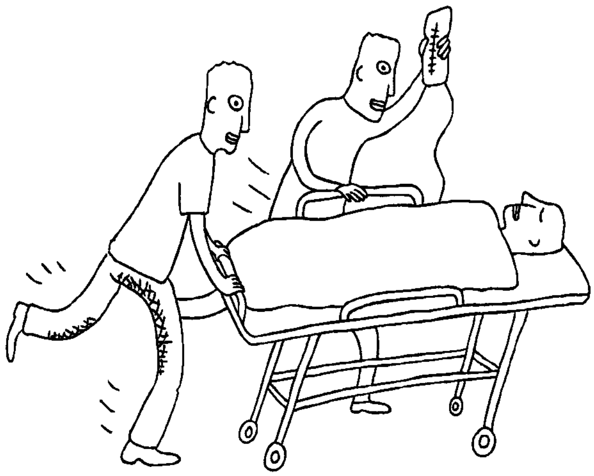
≈ Witness should stay calm and contact **Security** personnel at; **906-4615**, giving detailed information

≈ **DO NOT MOVE PATIENT**

≈ Keep talking to the person to keep him/her at ease until paramedics arrive

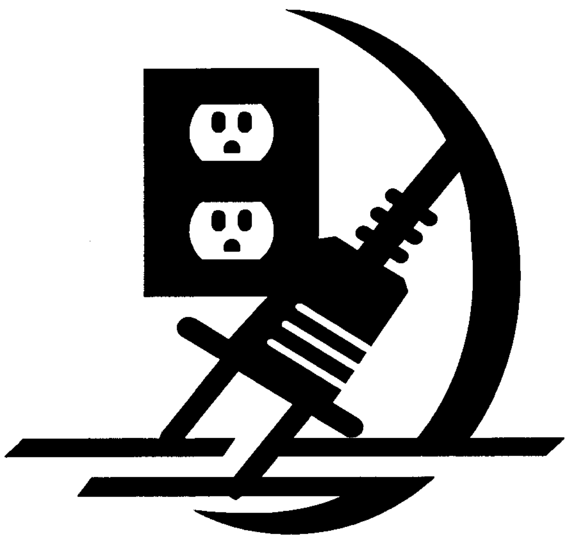
≈ **Witness** will complete an **Incident Report** (attached) and give the report to SDC security at the front desk. The report should then be forwarded to the **Purchasing Manager** and the **Operations Manager.**

****Note: SDC employees ARE NOT allowed to administer medications to any customer, visitor or to other SDC staff under any circumstances. ****



# Power Failure/Gas Leak

- ☼ Notify **Operations Manager** at; **906-2805 or Operations Director, Patrick Valdez at 906-2310**
- ☼ **For Power Failure**, the **Operations Manager** will call the building's owner after calling WE Energies at; **1-800-662-4797** to identify the building location and problem
- ☼ **Security** will evacuate staff and clients who are in immediate danger of the threat or of injury
- ☼ **For Gas Leaks**, the **Operations Manager** will call the building's owner after calling WE Energies at; **1-800-261-5325**. **Security** will open windows when possible.
- ☼ If evacuation is not necessary **Security** will provide crowd control
- ☼ The Operations Manager will notify Operations Director, at; **906-2310**
- ☼ The Operations Director will notify **Deborah Blanks** at; **906-2722**
- ☼ The **Operations Manager** will complete an **Incident Report** and forward a copy to the **Purchasing Manager.**

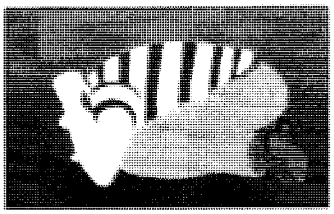


# Tornado or Severe Weather

*Severe weather and natural disaster events develop very quickly and can affect large areas and many people. Keep your radio or television turned on to hear broadcast from the Emergency Broadcast System (EBS). EBS is a federally regulated system designed to convey information in major disasters. You can also tune into the Emergency Alert System (EAS) station; WTMJ 620 AM.*

**The following are steps that you can take that will help you cope with almost any type of emergency:**

- Stay calm
- Stay away from the perimeter of the building and all exterior glass which can shatter during high winds; close drapes, curtains and blinds
- Stay tuned to radio broadcasts for information and instructions
- If a tornado warning exists, staff and clients are to seek shelter in the employee lounge located on the garden level off of the lobby
- Close all doors that you go through, but **DO NOT LOCK THEM**
- **Security** personnel will direct clients and visitors to the garden level away from windows
- **Sit down** near a wall. Hold your head between your knees and lock your hands over your head (pictured).



**IF YOU ARE TRAPPED IN A BORDERING AREA**

- Stay calm
- Seek shelter under a sturdy piece of furniture
- Hold your head between your knees and lock your hands over your head (pictured)
- Use good judgment

# <u>In Case of Flood</u>

- If there is time, contact the **Operations Manager** at; **906-2805 or the Operations Director, Patrick Valdez at 906-2310.**
- Proceed in an orderly fashion to the highest level of the building
- Reassemble everyone in a designated spot on the highest level of the building
- Wait for an all clear sign from the **Operations Manager** or other authority before leaving the safety zone
- Stay clear of any electrical fixtures or outlets
- Do not enter flooded areas
- The **Operations Manager** will be contacted as soon as it is safe to do so

# Break In/Burglary

- Stay calm and notify the **Operations Manager** at; **906-2805** or **Operations Director, Patrick Valdez,** at **906-2310**
- **Security** will call **911** and give the site location
- The **Operations Manager** will notify **Operations Director** and the building's owner
- The **Operations Director** will notify **CEO, Ms. Deborah Blanks**
- **Security** will wait for the police to arrive, keeping staff and clients out of the area of suspicion
- The **Operations Manager** will review security surveillance tapes with police
- The **Operations Manager** will take an inventory of missing items and complete an **Incident Report** (attached) to forward to **Ms. Blanks** and the **Purchasing Manager**
- The **Operations Manager** will pick up a copy of the police report at the 3rd District Police Station, located on 49th and Lisbon. Police reports are ready for pick up 5 - 10 days after the incident
- Police records are kept by the **Operations Manager** in their office currently located in the lower level (vehicle storage area). Incidents involving the police and SDC staff are kept in personnel folders located in locked files within the **Human Resource Department**.

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## Theft of Personal Items

- Stay calm and notify **Security** personnel at; **906-4615**
- Contact your bank, credit card and cell phone companies to cancel services
- Complete an **Incident Report** (attached) and forward a copy to the the **Operations Manager and Purchasing Manager.**
- If necessary, the **Operations Manager** will contact the police department so that the client, visitor or employee whose items have been stolen can complete a police report
- the **Operations Manager** will review surveillance tapes and forward a copy to police personnel

## Theft Precautions

- Do not leave purses, cell phones, money or other valuable items in view. Limit the amount of money you leave in desk drawers. If possible lock up personal items
- Do not leave cell phones, CD's, money, purses, etc. visible in cars

# Stolen Plates of SDC Vehicles

**Normally the offender only steals the plate with the sticker. If the plates are stolen the program needs to do the following:**

**Notification:**

- Driver should notify their **Program Manager** with the make/model, plate number and approximate date, time and location of theft
- Notify the **Operations Manager**
- **Program Manager** will complete an **Incident Report** (attached) and forward a copy to the the **Operations Manager and Purchasing Manager**, who will call to complete a police report with the information provided by the program

**Trip to DMV:**

- In programs with no **Transportation Coordinator**, upon completion of the police report, the **Operations Manager** will obtain new title, sticker, plate, and Certificate of Vehicle Registration and will forward to the **Program Manager**. In Food Service and Head Start, the **Transportation Coordinator** will be responsible for those tasks
- If stickers or the Certificate of Vehicle Registration are stolen, notify the **Operations Manager** via e-mail and the **Operations Manager** will have the DMV mail out replacements

# Vehicle Accidents

**Police Report:**

- Driver should contact the police to complete a police report of the incident.
- If the other driver stays on the scene, take their driver's license and vehicle information (plate number, make/model and color)

**Notification:**

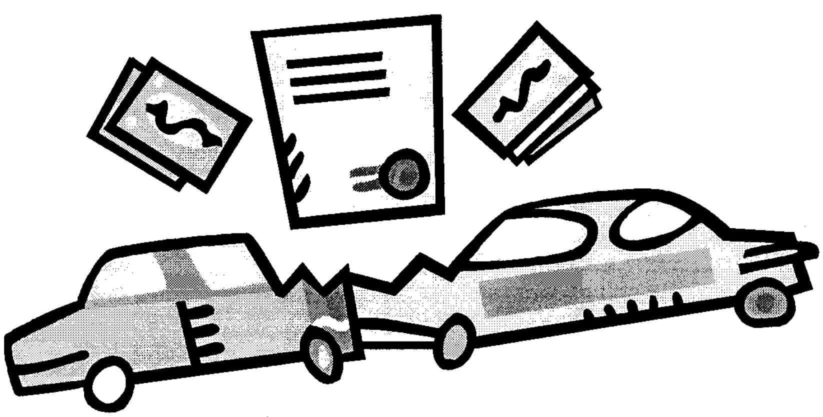
- Drivers should notify their **Program Manager** and the **Purchasing Manager** at; **906-2745** to inform them of the accident so that an incident report can be completed

**Pictures:**

- Once the driver of the SDC vehicle arrives back on site, the **Operations Manager** will take pictures of the vehicle and forward copies to the **Purchasing Manager**

**Employee Injury:**

- If an employee is injured in the accident, the employee's supervisor or manager must complete an accident report and forward it to the Human Resources department immediately. The **First Report of Injury or Disease Form** can be found on the SDC website but a sample is attached. If necessary, medical attention should be sought right away.



# Stolen SDC Vehicle

- Stay calm and notify the **Operations Manager** at; **906-2805** and the police

- Complete a police report providing plate number, make/model and last known location of the vehicle

- If the vehicle is recovered, have it towed back to the program and notify the **Operations Manager** and the **Purchasing Manager**

- If the vehicle is recovered, take an inventory of missing SDC property and forward that information to the **Purchasing Manager** who will contact the insurance company

- Someone from the program can pick up a copy of the police report at the 3rd District Police station located on 49th and Lisbon. Police reports are ready for pick up 5 - 10 days after the incident

- Forward a copy of the police report to the **Purchasing Manager** once obtained

# Critical Incident Response Procedure

If a critical incident happens at an SDC site or agency sponsored event, the following steps are to be followed:

**1. Evaluate and stabilize the situation**

- Determine the need for evacuation, treatment or notification of emergency services
- If the situation calls for evacuation, follow the In Case of Fire and General Evacuation procedure (page 2)
- If an ambulance, or a call to the police or fire department is appropriate, dial **911** and report the situation

**2. Attend to Clients and Staff**

- Assign one person to provide appropriate care to any affected client and/or staff persons
- Have a staff person gather all available information about the crisis

**3. Alert Management**

- Notify your supervisor immediately of the situation
- Alert **the Operations Manager at 906-2805** (The person answering the phone will notify all other necessary parties)

**4. Response to Media**

- Refer all questions about the incident to the **Community Relations Department at 414-906-2702**
- Confidentiality of all information about employees and clients must be maintained
- Secure SDC records and maintain their confidentiality

**5. Complete Incident Report**

- After responding to the incident, the **Program Manager** completes an incident report (attached)
- The report is to be forwarded to the **Operations Manager** at the Richards Street location
- The **Operations Manager** and **Purchasing Manager** will work together to file the report with the Insurance Company and the Communications Department as appropriate

# TELEPHONE/BOMB THREATS

**IN THE EVENT OF A TELEPHONE/BOMB THREAT, THE PERSON RECEIVING THE CALL SHOULD DO THE FOLLOWING, RECOMMENDED BY THE MILWAUKEE POLICE AND FIRE DEPARTMENTS.**

1) Stay calm. Keep your voice steady; do not alarm the caller or your co-workers and keep the caller talking.

2) Treat the call like any normal order of business. Think and act quickly to get as much information as possible.

3) Use the attached **Bomb Threat Checklist** to record all relevant information about the threat.

4) Call **911** and give all information obtained from the caller.

5) Call the **Operations Manager** to inform them of the situation. **Operations Manager** will call the building's owner.

6) Keep customers and employees out of the area of suspicion. The building will be evacuated if it is deemed necessary.

**REMEMBER, THE PROTOCOL DEMANDS THAT YOU DO NOT TOUCH ANYTHING ON THE WAY OUT.**

# CR-SDC Accident/Incident Report

**Instructions:** This form must be completed for all Accident/Incidents occurring at an CR-SDC location. This report must be as descriptive and accurate as possible. This form should be completed immediately after being notified of an Accident/Incident.

**Date:**____________________ **Site/Location:**_________________________

**Person submitting report:** ___________________________

**Type of Accident/Incident:** Theft_____ Fire _____Personal Property _____ Vandalism ______
**Other** ___________________________________________________________________

Was an ambulance called? If yes, name __________________________________________

| *******Vehicle******* | *******Injury******** |
|---|---|
| **Driver's Name** _________________________ | Name _________________________ |
| **Make/year of vehicle** ___________________ | Age______________ |
| **License plate #** ________________________ | Injury ________________________ |
| **Reporting Officer** ______________________ | Parent's Name __________________ |

Estimated Time of Accident/Incident: _________

Description of the Accident/Incident, damage or observation: Please include pictures of the location where the Accident/Incident took place and the party/parties involved.
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
____________________________________________________________________________________________
______________________________________________________

What action was taken after the Accident/Incident occurred:_______________________________________________
____________________________________________________________________________________________
____________________________________________________________________________________________
___________________

Other: _____________________________________________________________________________________
____________________________________________________________________________________________
____________________________________________________________________________________________
___________________

Witnessed by: _________________________ ______________________________

Staff signature:_______________________________ Date:_________________

Program Manager/Supervisor:____________________________________________

**A copy of this report must be sent to Vera Butts (906-2749 fax) and the Facilities Department within 24 hours of occurrence. Please use the back of this page for additional writing space.** Revised 12/06 vdb

# BOMB THREAT CHECKLIST

Date _______Time call was Received: _______ Time call Ended: _______

Questions to ask: (write the exact words used by caller)

When is the bomb set to explode? ___________________________

Where is the bomb located? ________________________________

What type of bomb is it? __________________________________

What will cause the bomb to explode? _______________________

Did the caller place the bomb? _____________________________

Why? _____________________________________________

Try to obtain the caller's name and/or address

**FILL OUT COMPLETELY IMMEDIATELY AFTER BOMB THREAT**

Caller's: _____ SEX _____ AGE _____ RACE

Description of caller's voice: (Check all that apply)

| | | | |
|---|---|---|---|
| _____ Calm | _____ Laughing | _____ Lisp | _____ Disguised |
| _____ Angry | _____ Crying | _____ Raspy | _____ Accent |
| _____ Excited | _____ Normal | _____ Deep | _____ Familiar |
| _____ Slow | _____ Distinct | _____ Ragged | _____ Soft |
| _____ Loud | _____ Slurred | _____ Stutter | _____ Rapid |
| _____ Nasal | _____ Deep Breathing | | _____ Clearing Throat |

If the voice is familiar, who did the voice sound like? __________________

Background Sounds (Check all that apply)

| | | |
|---|---|---|
| _____ Local Call | _____ Street Noises | _____ Office |
| _____ LD Call | _____ House Noises | _____ Factory |
| _____ Phone Booth | _____ Animal Noises | _____ Public Place |
| _____ Static | _____ Music | |

Threat Languages: (Check all that apply)

| | | |
|---|---|---|
| _____ Well spoken | _____ Foul | _____ Taped |
| _____ Incoherent | _____ Irrational | |

Name and position of person taking the call: ____________________

Telephone Number the call came in on: ____________________

# Employee Injury Process

When an employee is injured at work:

1. Determine the nature of the injury.

2. Decide if treatment requires medical attention at a clinic or an emergency room.

3. Complete the Employer First Report of Injury Form.

4. FAX COMPLETED FORM TO:
   Return To Work, Inc.
   **1 (800) 563-3364 (Within 24 Hours)**
   (Use this form as the fax transmittal)

5. Also FAX this form to: SDC -
   Human Resources Department
   **(414) 906-2713**

6. Send the Original First Report of Injury interoffice mail to: Soneni Donahue - HRD - Richards Street