POST AUDIT REVIEW
OF THE CHRONIC NUISANCE PROGRAM

City of West Palm Beach
Internal Auditor’s Office

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Report No. PAR 17-03
May 2, 2017
May 2, 2017

Audit Committee
City of West Palm Beach
401 Clematis Street
West Palm Beach, Florida

RE: POST AUDIT REVIEW OF THE CHRONIC NUISANCE PROGRAM REVIEW, PAR17-03

Dear Audit Committee Members:

On July 30, 2015, the Internal Auditor’s Office released the review of the Chronic Nuisance Program. We performed certain procedures, as enumerated below, with respect to activities performed by the Chronic Nuisance Program in order to render a conclusion on the status of the recommendations made.

This Post Audit Review (PAR) consisted primarily of inquiries of City personnel and examinations of various supporting documentation. It was substantially less in scope than an audit in accordance with generally accepted government auditing standards.

The evidence obtained provided a reasonable basis for our conclusions; however, had an audit been performed, other matters might have come to our attention that would have been reported to you and our conclusions would therefore, have been modified.

The review contained a four part recommendation that addressed the findings. Based on the post audit review performed, we concluded that part 1 of the recommendation was implemented and parts 2 through 4 were partially implemented.
We have enclosed a table listing all the parts of the recommendation with the current statuses. We found that management has made progress with respect to corrective action. However, additional tasks remain to be completed. We thank the personnel in the Development Services Department, Finance Department, Police Department, and the City Attorney’s Office for their assistance in conducting this review. We encourage them to continue their efforts and fully implement the recommendations provided.

Respectfully submitted,

/s/ Roger Strout
City Internal Auditor

cc:   Cory Neering, Commission President
      Keith James, Commissioner
      Shanon Materio, Commissioner
      Sylvia Moffett, Commissioner
      Paula Ryan, Commissioner
      Jeri Muoio, Mayor
      Jeffrey Green, City Administrator
      Dorritt Miller, Deputy City Administrator
      Mark Parks, Chief Financial Officer
      Rick Greene, Development Services Director
      Sarah Mooney, Chief of Police
      Kimberly Rothenburg, City Attorney

Encl.
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<tr>
<th>No.</th>
<th>AUDITOR’S RECOMMENDATION</th>
<th>MANAGEMENT’S RESPONSE</th>
<th>MANAGEMENT’S STATUS UPDATE</th>
<th>STATUS</th>
<th>PRIORITY LEVEL</th>
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<tr>
<td>1</td>
<td>The Development Services Department and the Police Department, in conjunction with the Finance Department and the Law Department, should ensure the continued success of the Program by: Establishing a Program champion to oversee the various elements of the Program, enhance collaboration between departments, monitor results, and ensure enforcement in all departments.</td>
<td>Overall, the City Administration and management agreed with the recommendations. The City Administration has appointed the Deputy City Administrator as the Champion of Champions to oversee the successful coordination of the program among the individual departments. Further, the City Administration has been and is continuing to strengthen the program through legislative opportunities.</td>
<td>The Chronic Nuisance Officer will serve as the Program champion to oversee the various elements of the Program. Liaisons have been identified for Police, Finance, and Law. Auditor’s Comment The department liaisons should ensure the continued success of the Chronic Nuisance Program by meeting quarterly as a group to discuss operations and issues that may arise.</td>
<td>Implemented</td>
<td>High</td>
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<td>2</td>
<td>The Development Services Department and the Police Department, in conjunction with the Finance Department and the Law Department, should ensure the continued success of the Program by: Developing comprehensive written policies and procedures and providing the necessary training.</td>
<td>Overall, the City Administration and management agreed with the recommendations. The Departments agree with developing comprehensive written policies and procedures.</td>
<td>The Development Services Department has developed comprehensive written policies and procedures for chronic nuisance. The Department has also identified all of the steps within the demolition process and is now working with Procurement to select companies that will be contracted with the City thus eliminating the need to bid each job separately. Auditor’s Comment The Development Services Department or its designee, should compile the policies and procedures from Finance, Law, and Police and work with them to create comprehensive policies and procedures that address the entire life cycle of the Chronic Nuisance cases.</td>
<td>Partially Implemented</td>
<td>Medium</td>
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## Post Audit Review of the Chronic Nuisance Program

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<td>3</td>
<td>The Development Services Department and the Police Department, in conjunction with the Finance Department and the Law Department, should ensure the continued success of the Program by: Implementing monitoring procedures to help ensure that work from all departments is completed in a timely manner.</td>
<td>Overall, the City Administration and management agreed with the recommendations. The City Administration has appointed the Deputy City Administrator as the Champion of Champions to oversee the successful coordination of the program among the individual departments.</td>
<td>The Development Services Department has developed monitoring procedures to help ensure that work from all departments is completed in timely manner. The City’s Community Plus system allows for the monitoring of the officer’s progress with their assignments as well as when Police are involved with a case.</td>
<td>Partially Implemented</td>
<td>Medium</td>
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<td>4</td>
<td>The Development Services Department and the Police Department, in conjunction with the Finance Department and the Law Department, should ensure the continued success of the Program by: Reviewing options for State legislation.</td>
<td>Overall, the City Administration and management agreed with the recommendations. Further, the City Administration has been and is continuing to strengthen the program through legislative opportunities.</td>
<td>State Legislation has been an ongoing issue that the City has been discussing with its lobbyists. Efforts to make chronic nuisance a Florida Statute have been opposed as members of the State deem this to be a tax. Staff are discussing proposed legislation with representatives of the Florida Association of Code Enforcement in order to try to bring this to fruition.</td>
<td>Partially Implemented</td>
<td>High</td>
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