



Nicole R. Galloway, CPA
Missouri State Auditor

CITIZENS SUMMARY

Findings in the audit of the State Board of Registration for the Healing Arts

Certification Requirements	The State Board of Registration for the Healing Arts does not have procedures in place to ensure certification requirements are maintained for some license types. For licenses that require various continuing education, exam, or other training requirements as a condition of certification, the board relies on the applicant to confirm whether certification is active before renewing the license. The board does not require supporting documentation during the renewal process, or perform periodic reviews of compliance with certification requirements.
Board Meeting Minutes	The board does not approve meeting minutes timely. The board makes meeting minutes available to the public upon approval of the minutes, but the minutes are not approved in a regular or timely manner. During the two-year period reviewed in this audit, minutes for four meetings were not approved until at least a year after the meeting was held.
User Account Management	The board has not established adequate procedures to ensure access rights to the internal licensing system are appropriate. The licensing system is a division-wide system used by the various professional boards, which maintains confidential information on licensees, such as social security numbers and licensee complaints. Board personnel do not periodically review system access rights to ensure only proper personnel have access, which creates an increased risk that unauthorized changes could go undetected, and confidential data could be accessible to inappropriate users.

In the areas audited, the overall performance of this entity was **Good**.*

*The rating(s) cover only audited areas and do not reflect an opinion on the overall operation of the entity. Within that context, the rating scale indicates the following:

- Excellent:** The audit results indicate this entity is very well managed. The report contains no findings. In addition, if applicable, prior recommendations have been implemented.
- Good:** The audit results indicate this entity is well managed. The report contains few findings, and the entity has indicated most or all recommendations have already been, or will be, implemented. In addition, if applicable, many of the prior recommendations have been implemented.
- Fair:** The audit results indicate this entity needs to improve operations in several areas. The report contains several findings, or one or more findings that require management's immediate attention, and/or the entity has indicated several recommendations will not be implemented. In addition, if applicable, several prior recommendations have not been implemented.
- Poor:** The audit results indicate this entity needs to significantly improve operations. The report contains numerous findings that require management's immediate attention, and/or the entity has indicated most recommendations will not be implemented. In addition, if applicable, most prior recommendations have not been implemented.

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