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CITIZENS SUMMARY

Findings in the audit of Temporary Assistance for Needy Families (TANF) Data Analytics

Out-of-State Transactions	The Department of Social Services (DSS) did not timely implement reviews of out-of-state TANF transactions, and could improve the effectiveness of such reviews. The DSS did not implement until January 2018 a recurring data analytic review to detect and investigate recipients whose out-of-state transactions approach or exceed 90 consecutive days. The DSS is not complying with state laws requiring the department to temporarily suspend benefit payments (pending a department investigation of the recipient's residency status) to the account of any recipient who does not make a TANF transaction in-state at least once every 90 days, and send a warning to any recipient who has gone 60 days without making an in-state transaction about possible suspension of benefits.
Timeliness of Prohibited Venues Reviews	The DSS's reviews of TANF spending at prohibited venues were not always completed timely during the audit period.
Establishment of Overpayment Claims	Upon detecting an incarcerated recipient and closing his/her case, the DSS did not always timely establish claims for known overpayments.
Vendor Contract	As discussed in the Supplemental Nutrition Assistance Program (SNAP) Data Analytics audit report (No. 2018-032), the DSS has not ensured services obtained from a key contract provide sufficient benefits to justify the amount paid for the services. The contract covers administration of the TANF and SNAP programs for the state.

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.