TEXAS DEPARTMENT OF HOUSING AND COMMUNITY AFFAIRS

AUDIT COMMITTEE MEETING

10:05 a.m. Tuesday, August 21, 2001

Room E1.012 Capitol Extension 1400 Congress Avenue Austin, Texas

COMMITTEE MEMBERS:

C. KENT CONINE, Chair JAMES DAROSS, Vice Chairman MARSHA L. WILLIAMS

STAFF PRESENT:

DAISY STINER, Executive Director THERESA CRUZ BILL DALLY DAVID GAINES SID STRUSS DELORES GRONECK

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| AGENDA | | |
| ITEM | <u>P</u> . | AGE: |
| CALL TO ORDER, ROLL CALL CERTIFICATION OF QUORUM | | 3 |
| i | Presentation, Discussion and Possible Approval of Minutes of Audit Committee Meeting of April 26, 2001 4 | |
| REPORT ITEMS | | |
| | Internal Audit Report, Community Services Programs - Subrecipient Monitoring | 5 |
| E | External Audit Reports: HUD Cooperative Monitoring Assessment Audit of Manufactured Housing Division Annual Review of FDIC Affordable Housing Disposition Program Texas Comptroller of Public Accounts Post Payment Audit of Certain TDHCA Expenditures | 13 |
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3 PROCEEDINGS MR. CONINE: Okay. We'll call the Audit 2 Committee meeting of the Texas Department of Housing and 3 Community Affairs, on August 21, 2001, at 10:05 a.m. First off, I think we'll call the roll right 5 б quick. 7 Mr. Conine is here as Chair. 8 Mr. Daross? 9 MR. DAROSS: Here. 10 MR. CONINE: Ms. Williams? MS. WILLIAMS: Here. 11 12 MR. CONINE: We've completed a quorum; all three of us are here. 13 14 Is there any public comment that we know of, 15 public comment to the Audit Committee today? 16 (Pause.) 17 MR. CONINE: All right. Seeing none, I'll call for the close of public comment. 18 Action items: Tab Number 1, Presentation, 19 discussion and possible approval of the minutes of the 20 21 Audit Committee meeting on April 26, 2001. 22 MR. DAROSS: I move they be approved. 23 MR. CONINE: Is -- there's a motion on the 24 floor. Is there a second? 25 MS. WILLIAMS: Well, I'll second, but I need to ON THE RECORD REPORTING (512) 450-0342

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abstain from the vote on that.
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                MR. CONINE: You'll second but are going to
     abstain? Okay. Thank you, Ms. Williams.
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                All those in favor of the -- any other
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    discussion?
                (Pause.)
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                MR. CONINE: All those in favor of the motion
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     signify by saying aye.
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                (A chorus of ayes.)
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                MR. CONINE: Aye.
                And opposed?
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                (Pause.)
                MR. CONINE: None.
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                And one abstention?
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                MS. WILLIAMS: Uh-huh.
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                MR. CONINE: The minutes are approved.
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                Our report items, Mr. Gaines?
                MR. GAINES: Good morning, Chair --
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                MR. CONINE: Good morning.
                MR. GAINES: -- members of the Committee and
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    Ms. Stiner.
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                MS. STINER: Good morning.
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                MR. GAINES: The first item on the agenda is
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     the recently released internal audit report on the
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     Community Services monitoring function. I'm going to turn
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that discussion over to the lead auditor, Theresa Cruz. 1 MR. CONINE: Good morning. MS. CRUZ: Good morning, Committee members and Ms. Stiner. 4 MS. STINER: Good morning. 5 MS. CRUZ: My name is Theresa Cruz, and I am an 6 7 internal audit manager in the Internal Audit division. Ι 8 was the lead auditor on this project for reviewing the 9 Community Services programs subrecipient monitoring 10 function, and the resulting report is in front of you. I'm going to go over that report with you now. 11 12 The front page is just a transmittal letter, and it gives you a brief description of what the project 13 14 was. It was on the Community Services programs, which are 15 poverty-related programs, and gives you just a real brief 16 rundown on what we found. 17 And the next page, which is the table of contents, gives you a more detailed view of what's in this 18 19 report, covering the program overview, the executive 20 summary, which goes into a little bit more detail of what 21 our findings were, and then the specific findings and 22 recommendations. 23 The next page is the program overview. The 24 objectives of the audit were to assess whether the 25 Community Services programs monitoring, reporting and ON THE RECORD REPORTING

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follow-up processes are adequate to ensure that the department awards are used for authorized purposes in compliance with laws, regulations and provisions of contract or grant agreements, and that performance goals are achieved.

The program overview gives you some more 6 7 detailed information about the programs that we covered in 8 our review; as I said, they're poverty-related programs: 9 Community Services block grant, which includes a 10 discretionary fund; the emergency services grant program 11 and the emergency nutrition/temporary emergency relief 12 program, which is a state program. The chart included on 13 that page gives you the most two current years of funding 14 for each of those grants.

The next page includes the executive summary, which gives you a little bit more detail about what we found in our review, and that's followed by the findings and recommendations in detail, which I'll go over with you right now.

As a result of the audit, we found that the Community Services program monitors are performing the monitoring function fairly well; they have a good rapport with their subrecipients, which include several community action agencies for Community Services block grant. And it covers cities and counties and, also, community action

agencies for the emergency shelter grant and mostly counties, but, also, some community action agencies for the entire program.

We did have some recommendations with regard to monitoring of these programs. The first one was to incorporate some existing in-house monitoring procedures. There are in-house procedures performed on an ongoing basis that Community Services management has not recognized as part of the monitoring function in order to determine what procedures should be applied to a subrecipient on site.

For instance, there are monthly reports that are reviewed every month that come in. There are compliance audits going on with single audits in the compliance division. There are just some general other things that go on that Community Services doesn't recognize as part of their monitoring function.

The next is applying monitoring procedures based on assessed risks. The use of the monitoring tools has not been risk-based, that is: Community Services does not consider risk factors when determining the nature and extent of monitoring procedures to be applied during onsite visits.

24 Most of this would have to do with prior 25 compliance issues -- let's see what else -- and the

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complexity of the program requirements for each subrecipient to decide how they're going to apply procedures when they go on site.

The next recommendation we had was to improve their monitoring tools. At -- the monitors use checklists, and they have -- they review Board minutes and several other items when they go on site, and they do a fairly thorough job that we could tell.

9 However, there's no documentation in the 10 monitoring files to support some of the responses on the 11 checklists used. On some of the answers, it's okay if you 12 say, Yes, No, or, N/A, but some of the questions, we felt, 13 required more explanation, and we didn't always find the 14 documentation in the files for that.

There's also no evidence in the monitoring files that a supervisory review has been performed to ensure findings are adequate and appropriately reported. And the -- we feel that the monitoring checklist should be expanded to include steps to ensure activities performed by a subrecipient are eligible under program rules and that performance goals are met.

The checklists include references to several OMB circulars and regulations, and they cover most of the general requirements, but we felt that they needed to cover more specific requirements to the program.

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We felt that they should improve their 1 reporting procedures. Report distribution should be 2 improved to include other areas in the department that 3 contract with the same subrecipient more for compliance 5 reasons. If one area's having a problem with a subrecipient, they probably should let other department 6 7 programs know about that so that they won't contract with 8 the same subrecipients or take steps necessary. 9 And then, finally, we feel that they should 10 establish a tracking system to follow up on reported deficiencies. Formal procedures should be developed to 11

12 follow up -- to track and follow up on deficiencies, and 13 we didn't find evidence of that.

We have discussed these issues with the Community Services management, and their responses to our concerns are acceptable at this time. So if you have any questions for me, I'd be happy to answer them.

MR. DAROSS: Yes, I have a question --

MS. CRUZ: Yes, sir.

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20 MR. DAROSS: -- on management's response to the 21 improved reporting procedures and risk assessment, also. 22 The response was that they would post the results of their 23 reviews on the T drive --

MS. CRUZ: Yes, sir.

MR. DAROSS: -- which, as I understand it, is

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1 an agencywide --

MS. CRUZ: A shared drive.

MR. DAROSS: -- shared drive that anybody can access. Does everyone else in the agency know that you look at the T drive in order to find out whether other divisions are having problems with the same person you're dealing with?

8 MR. GAINES: I believe each of the program 9 areas has similar considerations, and there's not a 10 department standard whereby people would know where to 11 look. Posting the results of monitoring review, being the 12 monitoring report, would be a piece of that.

You also have follow-up activities, the status of prior audit issues and the resolution of those issues. There ought to be mechanisms in place to communicate that throughout the department to those that need that information to perform their job duties.

MR. DAROSS: As I understand the way the T 18 19 drive works -- and I may -- I mean it's a very cursory 20 understanding, but, as I understand it, to look at results 21 of one of these surveys, you have to go into the Community 22 Services division's section on the T drive and then go 23 down to the different programs that you're looking at 24 before you can find information about a given 25 subrecipient.

Is there a way that somebody else in another 1 2 division can just type in "XYZ Corporation" and get that information without having to go through the different 3 layers of files or folders that you have to go through on 5 the T drive? MR. GAINES: Not at this point in time. Ι 6 7 believe there are plans in connection with the database 8 that's being built that presumably are going to 9 accommodate that sort of request. 10 MR. DAROSS: Well, I would hope so, because 11 you've got to make it easy for somebody to find that 12 information --13 MR. GAINES: And I'd say --14 MR. DAROSS: -- without going through so 15 much --16 MR. GAINES: -- with or without the 17 departmentwide database, that's necessary. And we need 18 procedures in place for people to be able to do that. 19 MR. CONINE: Ms. Stiner, any additional 20 comments related to the review other than what we've heard 21 or has been written here? 22 MS. STINER: No, sir. The -- I understand from 23 meeting with Mr. Gaines that management's responses are 24 acceptable. With the additional comment that Mr. Daross 25 made this morning, we'll ensure that -- I don't know what ON THE RECORD REPORTING

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the interim step would be other than our T drive right now. We just don't have the infrastructure to do it, but that's --

MR. DAROSS: Right.

MS. STINER: That's an observation that we'll 5 б keep in mind: Perhaps doing an agencywide announcement 7 that in order to look at the history of compliance for the 8 Community Services division, you'll need to go into T 9 drive. But short of having the infrastructure, with 10 Central Database, we'll have to go through those 11 extraordinary steps other than what we were doing before, 12 sending out e-mails and --

MR. GAINES: I was going to say there are other procedures --

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MS. STINER: -- those in place already.

16 MR. GAINES: -- that management tries to work 17 with considering their system limitations, including, We're fixing to go out for an award with this 18 19 subrecipient; is anyone aware of any monitoring problems 20 relating to that, just going over the e-mail system. And 21 that may work in instances, and it may not work, simply 22 because e-mails are not always acknowledged in a timely 23 fashion.

24 MR. CONINE: It looks like we have target dates 25 of either September or January for each one of your

1 recommendations. Is --MS. CRUZ: That's correct. MR. CONINE: -- that right? MS. CRUZ: Yes, sir. 5 MR. CONINE: Just --MS. CRUZ: Some have --6 7 MR. CONINE: -- relatively --8 MS. CRUZ: -- already have been partially 9 implemented. 10 MR. CONINE: Relatively soon then? MS. CRUZ: Yes, sir. 11 12 MR. CONINE: Any other comments, Committee members? 13 14 (Pause.) 15 MR. CONINE: Okay. Proceed on. 16 MR. GAINES: Thank you, Theresa. 17 MS. CRUZ: Okay. 18 MR. GAINES: The next item on your agenda 19 relates to three recently released review reports for audits that have been released since the last Audit 20 21 Committee meeting. I'll provide brief overviews of the 22 results of these projects. The first review I want to discuss is the HUD 23 24 cooperative monitoring assessment audit of the 25 manufactured housing division. The purpose of the review ON THE RECORD REPORTING (512) 450-0342

was to review the administration of manufactured housing division's duties as the state administrative agency pursuant to federal manufactured home procedural and enforcement regulations. These are basically the HUD regs on manufactured housing.

The report concluded that the department, as the SSA, or State Administrative Agency, was adequate and substantially effective in administering the federal manufactured housing program. Adequate -- they basically have three ratings, and "adequate" is the highest rating --

(Laughter.)

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MR. GAINES: -- per the audit language.

MR. CONINE: Way to go, HUD.

MR. GAINES: The lower categories would be "needs improvement" and "not adequate." The report concluded that the records are complete and well organized, that consumer cases are addressed in a timely fashion, that the visit they made -- to the dealer and manufacturer that the reviewers made appeared to be adequately monitored.

The report did offer six recommendations; since that time, one of the recommendations has been dropped by HUD. And management has indicated that each of those recommendations has been implemented.

The second review is the annual review of the FDIC Affordable Housing Disposition program, which is administered by the department's compliance division. The review was performed by the monitoring and compliance unit of the FDIC.

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The report concludes that TDHCA continues to 6 7 produce an exceptional work product. The report states 8 that the department carries out its obligations of 9 ensuring that the owners of Affordable Housing Disposition 10 properties are complying with their land use restriction agreements and that the director of the compliance 11 division and their staff continue to be the benchmark that 12 FDIC uses to compare all other monitoring activities of 13 14 the FDIC affordable housing program. There were no 15 findings or recommendations noted for improvement.

The third report relates to an audit conducted by the State Comptroller of Public Accounts. The review is primarily of the accounting department's procedures relating to purchases and, to a lesser extent, the human resource division's procedures as they relate to payroll.

The report noted that the most recent audit conducted by the comptroller's office was in April of 1997 and that all issues identified by that audit have been resolved. While the audit included a limited review of grant and refund transactions, the audit did not

investigate the department's procedures used in awarding the grants or in monitoring payments or the procedures we use to monitor payments made to grantees.

Accordingly, no opinion was offered on those procedures; however, nothing came to their attention to cause them to have concerns in that area.

7 The primary purpose of the audit was to 8 determine whether certain purchases, travel, grant, refund 9 and payroll transactions of the department complied with 10 certain laws and regulations concerning expenditures and 11 with the processing requirements of the uniform statewide 12 accounting and payroll systems.

The department was commended on satisfactorily resolving all monetary issues identified during fieldwork. And this resulted in a zero error rate for this group of transactions.

The audit did note several minor issues relating to prompt payment, missing documentation and incorrect payment amounts, and there were several conditions that need to be followed up on by the department.

These conditions included: Missing job titles in headquarters on travel vouchers; incomplete designation letters, which is also another travel voucher consideration; incorrect comptroller object codes,

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document types and the use of interagency transaction 1 vouchers; incomplete payroll security and incomplete W-4 2 forms, and; noncompliance with internal policies and 3 procedures. Management has responded that they've 5 addressed each of these issues. MR. CONINE: Okay. Any questions on any of the 6 7 three -- I quess it was three -- external audits? 8 MR. DAROSS: No. 9 MR. CONINE: Move on. 10 MR. GAINES: Okay. The next agenda item is the summary status of prior audit issues. First, based on 11 recent discussions with management, I'd like to make 12 several updates or corrections to the summary report. 13 14 Issue Reference 34 on page 1 of your report 15 should be classified as Implemented. Therefore you need 16 to change the "DX" to an "IX" for Issue 34. 17 MR. CONINE: Okay. MR. GAINES: The second issue is Issue 18 19 Reference 136 on page 2. This should be classified as In 20 process of implementation or "PX" rather than the "TX" 21 that's indicated. 22 And the third issue is to Reference 64, or is 23 Reference 64 on page 4 of your summary. And this should 24 be classified as In process of implementation or "PX" rather than the "TX" indicated there. 25 ON THE RECORD REPORTING

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18 MR. CONINE: Which one was that, David? I'm 1 2 sorry. MR. GAINES: Issue 164 of page 4 of your summary. MR. CONINE: 164? Okay. All right. 5 MR. GAINES: With these updates, management has 6 7 reported that they've implemented 13 recommendations, are 8 in the process of implementing 14 recommendations and 9 action has been delayed on one of the recommendations. 10 I've specifically identified several issues to discuss with you; however, of course, we'll be glad to discuss any 11 12 issue that you would like to. Those I've identified for specific discussion 13 14 relate to the prior material weakness finding on the HOME 15 monitoring function --16 MR. CONINE: What number, again? 17 MR. GAINES: If it's all right, I'll get to that in --18 19 MR. CONINE: Oh, okay. 20 MR. GAINES: I don't have that right in front 21 of me but --22 MR. CONINE: All right. 23 MR. GAINES: -- that is Issue 217. 24 MR. CONINE: All right. 25 MR. GAINES: But I'm just going to categorize ON THE RECORD REPORTING (512) 450-0342

what I'm going to plan on discussing, if that's all right: The material weakness finding on the HOME monitoring function, and three prior audit issues for which the target dates -- the most recent target dates have expired or the target date is not indicated, and one audit issue for which the action has been delayed.

7 Of those categories, the first issue, being the 8 material weakness finding, is Issue 217 on Page 7 of 9. 9 This issue is actually at this point reported by 10 management as implemented; it relates to a material 11 weakness finding of the HOME monitoring function issued by 12 the state auditor's office in connection with their last-13 year federal single audit -- Fiscal Year 2000.

The issue was a repeat comment from the prior year, 1999; however, since the results of that audit were not released until a significant portion of the following year had expired by the time management started taking corrective action, it was necessary for the SAO to repeat that comment for the second, subsequent year.

According to management, the report was substantially implemented by the end of Fiscal Year 2000 and fully implemented as of January of 2001. And I just wanted to bring this issue to your attention because it is a significant issue, and the state auditor's office has the responsibility to follow up on the status of that

issue during the current year audit, for which they're in 1 the planning process right now. 2 And so as a result of that audit, we'll have a current, independent assessment of the status of that 4 5 issue. That will probably be sometime in late fall or early next year. 6 7 MR. CONINE: But as far as we're concerned, 8 it's implemented and --9 MR. GAINES: Yes, sir. 10 MR. CONINE: -- we're right on course? Okay. 11 Good. 12 MR. GAINES: Okay. The next category relates to target dates that have expired or are not indicated, 13 14 and there are three issues reported in this category. 15 The first issue is Reference 136 on page 2. 16 This issue relates to the recommendation to formalize 17 processes to identify and capture monitoring-related information that should be used to monitor and evaluate 18 19 the performance of subrecipients, to plan and track the 20 results of monitoring reviews and to share between 21 departments programs. So it's real similar to what we had 22 discussed on the compliance monitoring function -- excuse 23 me -- on the Community Services. 24 You'll note in the internal audit comments 25 section there on your summary report that the HOME and ON THE RECORD REPORTING (512) 450-0342

Housing Trust Fund are tracking necessary monitoring information and that energy assistance and Community Services have been working with the information services division to incorporate electronic processes to gather this information and that Section 8 needs to incorporate formal monitoring processes as a first step in being able to accommodate this recommendation.

And the Internal Audit division just reiterates the needs to formalize these processes and to make the information available, the same issue we were just discussing in the prior report.

MR. CONINE: Is this kind of a case of the chicken and the egg? Can you formalize the process -- and I would presume that would mean some sort of written process -- without having the final software system or the T drive, or whatever, in place and operational? Can you do that?

18 MR. GAINES: I may have an oversimplified view 19 of the obstacles management faces -- I haven't sat in 20 their seats. But it seems to me that much of this 21 information can be captured on Excel spreadsheets -- We 22 got these outstanding monitoring issues, and we followed 23 up on them. As of this date, the status of these 24 issues -- similar to my prior audit issue report, and that 25 be made available on a regular basis to others in the

1 department.

I believe one of the biggest obstacles in moving this forward is that -- each division -- each 3 program is trying to assess for themselves how to 5 implement this, rather than take a departmentwide approach to dealing with it. And a system is exactly that. And a 6 7 five-column pad is a system, and this kind of information 8 can be accumulated on that. Of course, it's preferable to 9 have a nice, automated system to provide this information. 10 MR. CONINE: Ms. Stiner has been floating around for 18 months or so. 11 12 Do you care to comment on his comment? MS. STINER: I wouldn't care to comment on his 13 14 comment. I hope we don't go to using columns -- the pad to keep up with the information. 15 16 MR. GAINES: That's right. 17 MS. STINER: But what each division has done is created a system within the division. Now, while that's 18 19 not preferable to having it department wide, Mr. Gaines and I have talked about this on several occasions, and 20 21 what he has proposed as an interim step is someone in 22 charge of it on a departmentwide basis. 23 As soon as I can figure out how to come up with 24 the resources to do that, I will. But in the interim, we 25 are working toward a centralized database, which is a ON THE RECORD REPORTING (512) 450-0342

1 system that would get us what we need.

But in the meantime -- he is correct; the department -- the programs are doing it at the department level -- we'll just have to figure out how to get a departmentwide SOP, so that everyone will know where to go to get that information, as an interim step.

7 So that's what I have to add. It's a real 8 difficult position to be in; as Mr. Daross has pointed 9 out, it would take some diligence on the part of every 10 other division to make sure that they know where to go to 11 get that information, but I think that's manageable.

And it's something that we certainly will work toward in terms of implementation, but in the interim, each of the divisions, in my opinion, have done it; what I have learned is that not everybody has reduced it to an internal SOP within each division, which should be done, and then that can be shared across the department.

18 MR. GAINES: And I'd encourage the 19 departmentwide SOP. I believe that needs to include what 20 types of information to be captured. That's being decided 21 by the individual programs.

22 Some -- maybe some programs see value in 23 reflecting the current status of a recommendation on a 24 summary sheet, where you can see the status of all issues, 25 while others are actually maintaining that information in

a manila folder in a file cabinet. So it's real 1 inaccessible. 2 MR. CONINE: Yes. MR. GAINES: You know, on what types of 5 information should be accumulated, identify the appropriate information. And each program basically has 6 7 this monitoring responsibility, and you'd have similar 8 information needs, which would be receptive to a 9 departmentwide policy on, What should we be capturing, and 10 what should we be tracking? 11 MR. DAROSS: We should not ever be in the 12 position where the left hand doesn't know what the right hand's doing within the department. 13 14 MR. GAINES: And that sums it up real well. 15 MR. CONINE: Okay. Can we -- these are the 16 three -- you're going over three things without target 17 dates on them. Is --18 MR. GAINES: With either the most recent target 19 expired or it's not indicated. MR. CONINE: Well -- and it's not finished, 20 21 obviously, based on -- if it was finished and it was 22 expired, we wouldn't have a problem. But the task isn't 23 finished. 24 MR. GAINES: No, sir. 25 MR. CONINE: And we need, I guess, to come up ON THE RECORD REPORTING (512) 450-0342

with a target date that we can -- because this has been 1 there since the first part of 2000 -- and see if we can 2 come up with an SOP that would get this all across to the 3 department, as opposed to each independent division. Do 5 you --MS. STINER: Yes, sir. 6 7 MR. CONINE: -- have anything to add to that? MS. STINER: I think that's -- yes, sir, what's 8 9 what I -- well, that's what I shared with Mr. Gaines when 10 we had an opportunity to look at this. In the departments' or divisions' representations and reports, 11 12 they are reporting it as implemented. Because it needs to be looked at from a departmentwide standpoint, I asked 13 14 them to change the status back to in progress so that we 15 could develop a departmentwide SOP. 16 Other than me coming up with a date right here, 17 I'll visit with him to see, you know, what date, you know, 18 we can get --19 MR. CONINE: Okay. 20 MS. STINER: -- unless you all want to assign a 21 date now. 22 MR. CONINE: That's fine. No. 23 MS. STINER: It's something that we can get to 24 in a short period of time. 25 MR. GAINES: And I'd just encourage that ON THE RECORD REPORTING

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discussions with management would be -- they'd be able to, 1 you know, share a reasonable target date with us. 2 MR. CONINE: Okay. Next? MR. GAINES: Okay. The second issues relates 5 to Issue Reference 119 on Page 3 of 9. And this relates to the need of the department to establish joint 6 7 monitoring or -- excuse me -- the staff's procedures to 8 conduct joint monitoring visits of subrecipients that 9 administer multiple programs of the department, conduct 10 those visits simultaneously rather than monitoring each program separately or individually. 11 In a similar sense, the SAO, state auditor's 12 office, reported in one of their reports that the 13 14 department could improve its oversight responsibilities 15 and monitoring-related costs by doing this, monitoring 16 multiple programs simultaneously. MS. STINER: Excuse me, David. What number is 17 18 that? 19 MR. CONINE: 119. 20 MR. GAINES: This is Issue Reference 119 on 21 Page 3 of 9. 22 [indiscernible] reports that a standard 23 operating procedure relating to monitoring has been 24 developed. This SOP includes a consideration of the joint 25 monitoring visits. ON THE RECORD REPORTING (512) 450-0342

The most recent status update that I have received indicates that it's being field tested. Since that update, in discussions with management, I understand that we're backtracking and going back to the drawing board because of changes in the organization relating to CDBG being pulled from the department.

And so we've kind of taken a couple of steps back, and there's different portions of the SOP that need to be thought out in that respect. And management is -- I guess that's in their in box, also, in dealing with that.

11 The third issue is Reference 164 on page 4 of 12 your summary. This issue relates to the Housing Trust 13 Fund improving its financial management reporting systems 14 for financial monitoring purposes. You'll note that 15 management has reported that it's tracking de-obligated 16 funds, funds at risk of lapsing, construction amounts 17 versus level of completion.

In previous status updates, management has reported that they've updated their database to track contract expenditures on an ongoing basis and their intent to reconcile the general revenues and local fund expenditures to fund balances. These were all portions of the recommendation.

24 Management has also recently reported that 25 they've -- which is the cause of your reclassification

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there: They have established formal procedures for conducting the financial analyses and reviews of funds available for awards, funds at risk of lapsing, expenditure rates, and trends at the program and project levels.

So they've established the procedures to do so 6 7 in that respect. So they have the financial information, 8 and they have the procedures. The remaining portion of 9 this finding as to why it continues to be classified as in 10 process at this point relates to establishing formal procedures for alerting management when corrective action 11 12 is needed and establishing procedures for reporting unfavorable conditions to executive management. 13 14 MR. CONINE: So the last portion of your 15 comment there that the finding will be dropped from future 16 prior audit issue reports, is not --17 MR. GAINES: That was prior to the reclassification --18 19 MR. CONINE: Right. 20 MR. GAINES: -- process. And --21 MR. CONINE: They'll stay on there? 22 MR. GAINES: -- those comments are at this 23 point being superseded by my testimony today. 24 MR. CONINE: Any questions, Committee members? 25 (Pause.) ON THE RECORD REPORTING

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MR. GAINES: The next category of issues that I believe we need to discuss are those classified as "Action delayed." And this classification implies that management agrees with the recommendation but has delayed implementation for certain reasons. And there's one issue in this category. This is Issue Reference 187 on Page 5 of 9.

8 This issue relates to the need of the Section 8 9 program to establish a family self-sufficiency program or 10 for the need to request an exception from doing so. Our 11 management has reported they have requested that exception 12 from HUD, and we're pending -- the action has been 13 delayed, pending no [sic] response from HUD.

MR. CONINE: We've gotten a letter from HUD -it looks like on July 10 -- stating that they're taking their time analyzing whether or not we'll get the exception.

18 MR. GAINES: The way I understand it at this 19 point is that they haven't made that decision. So that 20 would be --

21 MR. CONINE: Have you had some -22 MR. GAINES: -- a good inference.
23 MR. CONINE: -- communication -- verbal
24 communication with HUD?
25 MS. STINER: Yes, sir. The staff of Section 8

has been working closely with HUD. In fact, a proposal that we had sent to HUD to use for the self-sufficiency plan was not approved because the organization we wished to enter into agreement with decided to create their own housing authority.

6 So HUD has worked very closely with the staff, 7 and suggested that perhaps the route we needed to take was 8 to request a waiver. And so we have been working with 9 them. I'm expecting that they'll give us an answer 10 shortly.

I just want to add to this. It's complicated by the fact that the department operates a very small PHA and we've been classified as a PHA relative to other PHAs across the states.

So I think that's why HUD is considering to give us a waiver of that, because we don't do case management that's similar to other agencies', although we do have local operators out there, but -- because we're not able to designate, you know, a staff or local operator to do it for the entire state.

And, plus, our certificates and contracts are -- we have one with Dallas, we have one with Houston, and we have one with San Antonio. So it's a little difficult to get a plan that would work for all of them. We had anticipated that we could enter into an agreement

with the Austin Housing Authority to do that on behalf of 1 that, but that didn't work out, either; they proposed a 2 fee which we aren't able to pay. 3 So we've kept HUD informed of this as we've 5 gone along. They've been very helpful, and they've been here on a couple of occasions to offer technical 6 7 assistance. So we are in step with HUD on this, and we 8 expect back from them very shortly on that. 9 MR. CONINE: Any other questions relating to 10 prior audit issues? 11 (Pause.) 12 MR. CONINE: Okay. MR. GAINES: If you will, turn to the next 13 14 agenda -- on the next agenda item. It's the summary 15 status of internal/external audits. 16 MR. CONINE: Is that pass-out not in here? 17 MR. GAINES: Yes, sir, that's correct. Ιt updates the version you have in there to reflect a 18 19 program-specific audit of the Section 8 program that, for 20 some reason, I did not get on the original summary. And 21 that's the first audit listed there. 22 You'll -- it is the Section 8 Program program-23 specific audit that was required of the department 24 pursuant to HUD's monitoring letter last year. And the 25 department expects that to be completed sometime this ON THE RECORD REPORTING (512) 450-0342

1 month.

MR. DAROSS: I believe it was last month or maybe the month before when you reported that you were recommending that the internal audit -- Section 8 audit be deleted for lack of resources. Is this external audit a substitute for that? Can it be viewed as something that gives us enough information that we know what's going on with Section 8?

9 MR. GAINES: Yes. And that was a big 10 consideration in me identifying that audit as one to --11 that would be reasonable to drop, recognizing that this 12 program-specific audit was in process and going on. And 13 I'm surprised I didn't actually refer to it; I was looking 14 for good reasons to drop that.

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MR. DAROSS: Okay.

MR. GAINES: The next several reports -- the state auditor's office and Deloitte and Touche and their subcontractor, Garza, Gonzales and Associates, are in the process of planning their annual audits of the department.

The next audit listed is the Health and Human Services of the Community Services block grant program. This review has been tracked since last summer.

I believe their original planned report release date was June of 2000. Based on discussions with management, at this point, they do not believe there's

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1 ever going to be a report released on that project, for 2 whatever reason. And accordingly, I'm dropping it from 3 the status report unless further information comes to 4 light that would cause us to believe otherwise.

The following three reports listed are the reports I've previously discussed, by the comptroller's office, the FDIC and the HUD report of the manufactured housing division.

For the internal audits that are listed,
Theresa Cruz just presented the results of the
subrecipient monitoring of Community Services programs.
And the final project there, which is also the final
project on our amended audit plan, is the single-family
lien procedures. And we're expecting completion of that
project by late September.

Any questions?

(Pause.)

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MR. GAINES: Okay. The next few agenda items 18 19 just relate to information requests that have previously 20 been made by the Audit Committee. The first issue is the 21 loan status report on down-payment assistance funds. In 22 discussions with management -- I'd like to pull this out 23 of the agenda. Management would like additional time to assess the information and provide the summary at the next 24 25 meeting.

This came about by a request from you, Mr. Conine, in regard to an adjustment made to the allowance 2 account by the external auditors during last year's audit.

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In connection with a recommendation also made 5 by the department's external auditors for Fiscal Year 2000, last year, the department should begin planning and 6 7 be prepared for full implementation of GASB 34, which is 8 the new reporting standard for governmental organizations.

9 This standard applies to financial reporting on 10 the financial statements, and it will be effective for the department's financial statements ending August of 2002, 11 12 which will be released in the fall of 2002. And I was 13 going to turn this issue over to the department's chief 14 financial officer, Bill Dally, to provide an update 15 requested by Mr. Conine by the end of the year.

16 MR. DALLY: Good morning, Mr. Chairman --17 MR. CONINE: Good morning. MR. DALLY: -- members and Ms. Stiner. 18

MS. STINER: Good morning.

20 To bring you up to date on the --MR. DALLY: I'm Bill Dally, chief financial officer. 21 oh.

22 To bring you up to date on GASB 34, that will 23 be -- we will issue a financial report in December, which 24 will be for our ending this August, that will not be GASB 25 So in about 15 or 16 months, we will issue the new 34.

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1 report under the new model.

We are working with -- this is going to be a statewide project. The comptroller's working to get the whole plan -- they want to have an unqualified opinion on the state as a whole. So we will be working in tandem and in connection with them.

We'll also be working with our new external auditors, Deloitte and Touche; as we go through the audit of this year, we'll be discussing items that need adjustment and change for the new reporting model.

I do want to tell you: I wish that was all. If we were going to stay the same entity that we are ending this year going into the next year, it would be a little bit simpler. But that's not the way it's going to be.

We're going to -- through the period of this next fiscal year, we will be breaking off and having the CDBG funds and some of that leaving, but there will be a portion of the year where it will still be part of us. We will also be sort of a bit of a subdivision within ourselves just for the manufactured housing division.

So all of those things are even more immediate because there will actually be a transfer of assets and resources as far as CDBG and local government services going to the new agency. At the same time, we'll still

1 need to administratively support them.

So those are a little bit more on the front burner for me because that's coming even before we report. 3 But we'll be factoring all that in as we prepare. MR. CONINE: I guess my --5 MR. DALLY: Any questions? 6 7 MR. CONINE: Yes. What my specific question 8 related more to is, Is the implementation of GASB 34 going 9 to require any procedural changes on the department's 10 part, or is it just going to require the financial statements to be reporting the existing procedural 11 12 documents in a different manner? 13 MR. DALLY: For the most part, it's going to be 14 showing it in a different manner. There will be 15 governmental -- government is going to be moving towards 16 full accrual. 17 And a lot of the accounts and some of the things that we've had over in the fixed asset account 18 19 group and general long-term debt are going to go away. 20 There are going to be liabilities and assets that are 21 going to come onto the books of the governmental funds. 22 MR. CONINE: Sure. 23 MR. DALLY: Now, our particular department has 24 both the proprietary funds, which have always been full 25 accrual -- those bond funds and the tax credits and all ON THE RECORD REPORTING (512) 450-0342

those things have been full accrual -- and the assets have been depreciated. But any of the funds that -- previously that were paid for out of general revenue or federal funds have not been. So those things are going to be coming onto the books, but it will give it a different look. As far as --

MR. CONINE: The --

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MR. DALLY: Does that answer your question?

9 MR. CONINE: Yes, I think. I -- again, where 10 I'm heading is that I wanted this discussion to take place prior to September 1 because, if there were any procedural 11 12 differences that would help you meet the requirements of GASB 34 that the rest of the department can do, either in 13 14 the cash management or the -- you know, whatever it 15 happened to be -- because I hadn't read it yet but I knew 16 you had -- then I'd want to implement those procedural 17 differences now, rather than waiting until December or 18 January and waking up and saying, Oh, my gosh, we need to 19 change this; we've been doing it wrong for three or four 20 months.

21 And that's what I was primarily driving at 22 with the request for you to report back here.

23 MR. DALLY: I think we're in good shape as far24 as that's concerned.

MR. CONINE: So I can take your word for it?

MR. DALLY: Yes. 1 (Laughter.) 2 MR. CONINE: Good. 3 MR. GAINES: Would you agree, Bill, that this 5 is primarily an -- accounting and reporting changes, as б opposed to operating procedures? 7 MR. DALLY: Yes. Well, what's going to happen is -- just to be real brief, with GASB 34, you're going to 8 9 see major funds and major activities and, particularly, 10 things -- government does some things, and we collect fees. And this agency does that, but that doesn't defray 11 all the cost. 12 But you are going to see the activities and 13 14 some of those fees, and you'll see what part of the cost 15 is defrayed by those fees and then what's remaining and 16 paid for by general revenue funds or transfers, per se. 17 But it's to give it a new look, you know. And like I say, government's going to be on full accrual. We're going to 18 19 put the assets and have depreciation and those kinds of 20 things. 21 MR. CONINE: State government is? 22 MR. DALLY: Uh-huh. 23 MR. CONINE: What about local government? 24 MR. DALLY: Everybody. 25 MR. CONINE: Everybody? ON THE RECORD REPORTING (512) 450-0342

39 MR. DALLY: Everybody's moving to --1 2 MR. CONINE: Everybody? MR. DALLY: Well, the Feds? I don't know. 3 MR. CONINE: All right. 5 Any other questions? MR. DALLY: I don't think anybody has audited 6 7 or issued opinions on their books. 8 MR. CONINE: Any other questions of Mr. Dally 9 on this issue? 10 (Pause.) 11 MR. CONINE: Thank you, sir. 12 MR. DALLY: Okay. MR. GAINES: Thank you, Bill. 13 14 The final Audit Committee request, also from Mr. Conine, relates to the results of the security audit 15 referred to by Mr. Struss, during the last Audit Committee 16 17 meeting, our director of information systems. 18 (Pause.) 19 MR. GAINES: And I'd like to turn that over to 20 Mr. Struss -- oh. 21 Okay. I thought you had left on me. 22 MR. STRUSS: No. I'm still here. 23 Good morning, everyone. 24 MR. CONINE: Good morning. 25 MS. STINER: Good morning. ON THE RECORD REPORTING (512) 450-0342

MR. STRUSS: My name is Sid Struss; I'm the Director of Information Systems. And, I believe, on my last report, I indicated some of the security implementation procedures that we -- had taken place in information systems.

And, Mr. Conine, you had asked that we give a little bit more of a detailed report when we came back as far as some of the preliminary work that we did and then where we are right now. And I believe this document made it to one of the books here or --

MR. CONINE: We're getting it now.

MR. STRUSS: And, basically, in September is when I came on board. I did my own independent security audit and found what I thought were some very serious concerns with the security.

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At that point, in October, we brought on an outside consultant to do a security audit and take his findings and match them up with mine before we made any strategic plan as far as what we wanted to implement. And the outside security audit found most of the same things that I found, but they also found a few more things that we needed to accommodate.

Then, in November, what we did was -- the entire agency -- not to get technical, but the entire agency was on their own address for the internet. That

meant everybody had their own address on the computer. This was easy for any hacker out there to actually get into our system.

So to protect that, we started giving out different addresses from the computer to everyone when you signed on in the morning. So your address was never the same, never a fixed address. So by doing that, we closed one of the security loops.

In our infrastructure upgrade of which the agency was -- worked very, very closely with information systems, because we needed to do some infrastructure upgrades that require certain capital expenditures. And a lot of folks forgo the purchase of PCs and so forth to say, We've really got to do something about the infrastructure.

And what we did -- we went out and -- one of the pieces of equipment was being used as a security firewall. And I'm sure you've heard that term used before, but it was really a work-around for security. So we bought the necessary equipment and actually put the necessary equipment in there to block certain people trying to get in to damage the agency.

Then, in April, what we did -- what we performed was on our e-mail server. And one of that was that -- and many state agencies recently got hit by

this -- was that we blocked certain extensions on files. 1 EXE is an extension on files, just as an executable file.

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By taking this approach in April and May -most recently, you've probably read in the newspaper of 4 5 the Code Red virus, and you've read of the Sircam [phonetic] virus. Our agency was hit, I mean, 6 7 substantially by these two viruses.

Many state agencies lost a substantial amount 8 9 of data, which they had to restore from archives. Our 10 agency was able to actually -- because of all of these measures that we made, we were actually able to stop both 11 12 the Sircam virus and the Code Red.

The -- what we have noticed over the course of 13 14 the last year is that these viruses and these hackers have 15 become smarter and smarter. We've been studying. A lot of this is coming out of China. This is where the Code 16 17 Red virus is coming out of, and it will continue -- it 18 continues to get smarter.

On the Code Red virus, what we did was -- we 19 20 actually in our infrastructure upgrade put certain 21 monitoring programs in effect that makes our pagers in our 22 information systems division go off. We actually go look 23 at the box, and we see the attack taking place.

24 The first time the Code Red virus hit us --25 which was a total different virus -- the pager went off,

and we were able because of the monitoring that we had set up in our strategic plan -- was able to actually get in there. We shut the web server down that we had for the agency for an hour, got ahold of the necessary vendors, got the patches, applied those patches and then brought the server back up.

So as far as the impact on the agency, we were down for approximately an hour. Other agencies were down three days or five days. It was a tremendous hit by the virus.

11 One of the things that we want to do is -- we 12 expect these attacks to get even more numerous and get 13 smarter because what they try to do -- they -- when we 14 apply these patches, they learn these patches and then 15 they work around these patches.

One of the final things: We probably have -in an overall DIR-performed security survey, you might say, we ranked at the very highest that was recently done. As far as agency-secured -- as far as the agency's knowledge of security, not just information systems, we went to various managers within the program areas.

We selected them, and they responded to this survey. And when the survey was all put together, our knowledge and concern about security was one of the highest of all state agencies.

One of our final plans to do is that -- we've been working with the state auditor's office. DIR 2 3 actually has a -- what they call a security audit. Now, we think we have everything in place, but there may be things that we have missed. And DIR actually charges a rate -- they send a contractor, Sprint, out and charge a 6 7 rate of \$7,000.

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8 The state auditor's office will do the --9 perform the same security audit at no charge to us. And 10 we've been working with the state auditor's to consider having them run a final security audit of our overall 11 12 system to make sure whatever we need to do to give that 13 final, little -- I guess we're looking for perfection 14 here. We want to make sure it's completely secure.

15 This is a very -- security in an agency is an 16 un-visible thing to executive management, to middle 17 management, and to whatever. People don't see what 18 actually has to go in and take place. And because of 19 that, we put so much effort into it -- and it's not 20 visible -- as an example is the central database; it's 21 very visible -- we want to show results.

22 We want to show where we're going. People ask 23 questions like, How are you doing on that project? But we 24 don't want to lose the sight that security is an 25 unrewarding task but a very important task.

And the state auditor's -- the reason we want 1 to get with the state auditor's is we want to have that 2 last -- not so much from an audit standpoint to let 3 your -- that you need to meet certain issues, but more 5 from the standpoint to make sure that we have not left anything uncovered to get ready for the next fiscal year 6 7 to protect all the State's assets at TDHCA. MR. CONINE: That sounds wonderful. 8 I'm 9 pleased to hear those reports. And good job over the last 10 12 months. It sounds like we're getting there. Any questions from anybody? 11 12 (Pause.) MR. CONINE: Ms. Stiner, would you like to 13 14 comment on anything? 15 MS. STINER: No, sir. 16 MR. CONINE: Thank you, sir. We appreciate 17 that. 18 MR. STRUSS: Okay. Thank you. 19 MR. GAINES: That concludes the agenda items. 20 Any further discussion? 21 MR. DAROSS: This is just kind of a general 22 question. I know there was several changes that you made 23 or had us write in on the report items on prior audit 24 issues. 25 MR. GAINES: Yes, sir. ON THE RECORD REPORTING (512) 450-0342

MR. DAROSS: Generally speaking, how timely is the response that you're getting from the various management entities to your requests for information so that you can put them into reports for us?

5 MR. GAINES: Basically, on this -- I'll just 6 use this time around as an example. I believe the date of 7 that report you have in front of you is approximately a 8 week ago. The date I actually printed it out and 9 delivered it to Delores for inclusion in the Board books 10 was a week ago.

And I had, oh, given management notice that this is what I was reporting to the Audit Committee several days prior to that point in time, and I'm guessing -- estimating it was a week at that time. So I believe it was two weeks ago that I notified management of the changes or the -- what I -- my planned presentation was.

And since the information was distributed to 18 19 you in the Board book, any changes that have occurred have 20 been due to input since that point in time from 21 management. And so I guess the short and long of it is 22 that I, in this case for the most part, got responses from 23 management and incorporated that in the printout you see 24 in front of you, and since that point in time, the 25 classifications have changed to how I've updated them.

So yes, I got the input, but yes, it's also changes.

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MR. DAROSS: Now -- and this ties in with a lot of other things that we've talked about in terms of timing of -- for instance, we've talked about this a lot on the tax credit information to the Board.

7 Given the fact that you -- you know, we have to be sent the information at least a week ahead of time for 8 9 public notice purposes, and given the fact that you need 10 to give management enough advance time that they can get comments back to you before they can be put into the Board 11 books, is there any way to establish like an absolute 12 deadline schedule by which, number one, you have to get 13 14 your proposed report done and to management and then an 15 absolute deadline by which they have to give you responses 16 so that we can get the most current information in our 17 Board books?

I think there's generally always a 18 MR. GAINES: 19 And I quess what I'd like to see in this respect is, way. 20 in instances where there are last-minute updates or 21 changes, that I, rather than go through the cumbersome 22 process I did of manually changing them, inform management 23 that they can respond with the input they're providing me 24 to the Audit Committee, and we'll work off the information 25 that I had originally presented to Delores.

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And, you know, when I do present that to 1 Delores, as I had previously said, I try to give 2 management a heads-up generally -- and, I believe, in this 3 case, at least a week -- to let them know, Here's where 5 I'm at, and this is where I'm going. MR. DAROSS: Is it possible to get that heads-6 7 up kind of notice sent earlier, or is that -- is your 8 notice dependent on getting information from management so 9 that you can give them a heads up? In other words, is 10 this a circular kind of thing? 11 MR. GAINES: It's a little circular. When I 12 request input from management, generally it's always a Sometimes, if I have the time, it's two weeks. 13 week. And 14 I guess I have the time; I just need to send out my 15 requests earlier. So the status would be a little bit more outdated, but I'll allow management a week to respond 16 17 by my due date, at least, and sometimes two. And so I can 18 just continue to push that back up. 19 So if we're having an October meeting, I could 20 request status updates wherever that falls, in mid-21 September or earlier, and that would maybe preclude some 22 of that. 23 I think -- I'm not sure to what extent -- when 24 management gets my heads-up memo, This is the way I understand things, and this is how I'm going forward with 25

the Audit Committee, presumably that's looked at and management is -- becomes satisfied with it. But at least this time around, there was last-minute changes going on. MR. CONINE: Ms. Stiner?

5 MS. STINER: I think I'd like to comment on 6 that. What that process needs to include, as well, is a 7 more formalized process where, even when management 8 reports back -- because I think David and I -- when we had 9 an opportunity after my being away for a week, we finally 10 got together. And executive was given an opportunity to review management's responses, but there were some that we 11 12 didn't concur with.

So we need to build into that process an 13 14 opportunity not only for management to respond to Mr. 15 Gaines' internal audit but for -- also, for executive to 16 work with management to change any responses that we don't 17 concur with, because there were some in there that I think were just simply a matter of formally implementing some 18 19 procedures that management said they had in place and that 20 we were going to close on a report, but that status could 21 have been improved, in my opinion, by just formalizing and 22 reducing those procedures to writing.

23 So we will work with the internal auditor to 24 build into that time frame a review process whereas 25 management and the executive office can also visit on

1 those statuses.

| 2 | MR. GAINES: Yes, Ms. Stiner. And I agree with |
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| 3 | you and all that you've said. One thing that hasn't been |
| 4 | happening very well that needs to happen is included in |
| 5 | my request of management to respond, I have a direction |
| 6 | that their responses are really responses on your behalf |
| 7 | and that they should obtain concurrence and allow the |
| 8 | Deputy ED the three-day turnaround time to review that |
| 9 | before the system's updated. |
| 10 | So that hasn't really been happening too well. |
| 11 | Some divisions manage to make that happen while others |
| 12 | don't. |
| 13 | MS. STINER: Well, we're going to make sure |
| 14 | that it happens real well. |
| 15 | MR. GAINES: Right. And, again, that's more at |
| 16 | the, I guess, manager and director's level, where I try to |
| 17 | allow some interface time with executive that I guess |
| 18 | people get in bottlenecks and bypass that particular |
| 19 | aspect of it. |
| 20 | MR. CONINE: Okay. Any other questions of Mr. |
| 21 | Gaines? |
| 22 | (Pause.) |
| 23 | MR. CONINE: We appreciate your report. And |
| 24 | do you have one more item? Okay. |
| 25 | MR. GAINES: This isn't so much an item. I'd |
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just like to suggest -- we have an annual report that's 1 due out of our office November 1 of each year. And this 2 being August, I'd like to just suggest our next meeting be 3 in October if we can put it off to that length. Our next 5 audit to be released is probably going to be late September, so I don't see that we're going to be able to 6 7 get that released prior to the September meeting. And 8 so --9 MR. CONINE: All right. 10 MR. GAINES: -- if that will accommodate, then we'll --11 12 MR. CONINE: We'll probably concur with that. And --13 14 MR. GAINES: Okay. 15 MR. CONINE: You know, I, from -- I guess, 16 speaking for the rest of the Committee members, since none 17 of us knows whether we're going to be here at that time, we appreciate all your efforts and work, along with the 18 19 staff's and the department's in general, in trying to 20 update the Audit Committee on its -- to its best and, 21 hopefully, improve the procedures that we've put in place 22 over the last couple of years. 23 MR. GAINES: I appreciate you all's input and 24 support. 25 MR. CONINE: The Audit Committee stands ON THE RECORD REPORTING (512) 450-0342

| 1 | adjourned. |
|---|---|
| 2 | (Whereupon, at 11:05 a.m., this Committee |
| 3 | meeting was adjourned.) |
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| 1 | CERTIFICATE | |
| 2 | | |
| 3 | MEETING OF: TDHCA Audit Committee | |
| 4 | LOCATION: Austin, Texas | |
| 5 | DATE: August 21, 2001 | |
| 6 | I do hereby certify that the foregoing pages, | |
| 7 | numbers 1 through 53, inclusive, are the true, accurate, | |
| 8 | and complete transcript prepared from the verbal recording | i |
| 9 | made by electronic recording by Penny Bynum before the | |
| 10 | Texas Department of Housing and Community Affairs. | |
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