



Audit Department

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Angela M. Darragh, CPA, CFE, CISA, Director

April 28, 2021

Ms. Yolanda King
Clark County Manager
500 South Grand Central Parkway, 6th Floor
Las Vegas, NV 89155

Dear Ms. King:

We recently completed a follow up audit of the Boulder Township Constable Revenue and Expenditures Audit issued July 24, 2019. Our objective was to determine whether corrective action has been implemented to address the findings in the original audit.

In the original audit, we found that:

- Mileage fees were being charged on cases where documents were served through the mail;
- Lower service fees were not utilized on pre-eviction notices served at the same location;
- Some cases were charged mileage fees in excess of the amount allowed, based on the distance traveled;
- Reviews of bank reconciliations, reversed payments, and voided cases could have been improved;
- Case management system privileges and audit logs were not being reviewed;
- Certain business practices needed to be examined for regulatory compliance; and
- A deputy constable's oath of office was filed later than 30 days after hire.

In order to accomplish our objective, we interviewed staff and management from the Boulder Township Constable's Office to obtain the status of the findings included in the original audit. We then performed the following procedures:

- Used statistical sampling to select 60 (*out of 1,503*) cases where documents were served through the mail and then reviewed the case financials to confirm that a mileage fee was not charged;
- Obtained and reviewed the most recent written operating procedures evidencing protocols for managing documents served at the same location;
- Reviewed all pre-eviction documents served (*127*) for three clients that manage multi-family residential properties to determine if the appropriate fee was charged;
- Used professional judgement to select a sample of 60 cases (*out of 1,957*) where a mileage fee was charged, and then reviewed the case financials to determine whether the charges were appropriate based on the distance traveled;
- Used professional judgement to select three monthly bank account reconciliations (*out of 12 for the audit period*) and then reviewed the supporting documentation to determine whether a review was performed;

- Reviewed all voided (23) payment receipts to determine whether the reason for voiding the receipt was documented;
- Used professional judgement to select a sample of 15 reversed payment receipts (*out of 94*) to determine whether the reason for reversing the receipt were was documented;
- Obtained evidence that procedures have been implemented to review user's access to the case management system as well as log-in and log-out activity - also, confirmed that the reviews were performed by obtaining supporting documentation;
- Confirmed that oaths of office have been filed for all new staff members by confirming the filing with the County Clerk's Office; and
- Reviewed new business practices for the holding of garnished wages when a claim of exemption has been filed and obtained an update on the use of non-deputized staff.

Our review included an assessment of internal controls in the audited areas. Any significant findings related to internal control are included in the detailed results. Our scope included the period of November 1, 2019 through October 31, 2020. The last day of fieldwork was February 4, 2021.

The Boulder Constable took adequate corrective action to resolve six of the seven findings in the report and partially resolved one finding. In response to the original audit, the Boulder Constable implemented the following:

- Ended the practice of charging mileage on documents served through the mail;
- Implemented new written policies and procedures indicating specific criteria for when a document service qualifies for the same location discount;
- Lowered mileage fees to avoid overcharging;
- Implemented procedures for reviewing bank reconciliations;
- Implemented procedures related to voids;
- Implemented procedures to monitor user access;
- Implemented procedures to deposit and record payments when the garnishment can not be sent out immediately;
- Obtained a legal opinion supporting the use of non-deputized staff for limited services;
- Implemented procedures to ensure all Oaths of Office are filed for new employees.

While the Constable now requires the reason for voided transactions, we did not find reasons documented for reversed receipts. This issue was discussed with the Constable, and he agreed to inform staff to include documentation for all payment reversals.

We conducted this audit in accordance with generally accepted governmental auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on audit objectives. Our department is independent per the Generally Accepted Government Auditing Standards (GAGAS) requirements for internal auditors.

Ms. Yolanda King, County Manager

April 28, 2021

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We thank the Boulder Constable's Office and the Clark County Information Technology department for their assistance and cooperation in conducting this audit.

Sincerely,



Angela M. Darragh, CPA, CISA, CFE, CHC
Audit Director

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