



**County of Chester
Office of the Controller
Internal Audit Department**

**Management Letter
For the Period
January 1, 2018 - October 31, 2018**

*County of Chester
Domestic Relations*

Management Letter

Margaret Reif

Margaret Reif, Controller

To: Joseph Waters, Domestic Relations Director

Introduction

On January 23, 2019, Internal Audit completed a performance audit of Domestic Relations, specifically with regards to the bank account used to hold over-the counter child support payments (*Domestic Relations*). This performance audit was for the period January 1, 2018 through October 31, 2018. Carissa M. Petrelia was the auditor-in-charge. Internal Audit reviewed *Domestic Relations* as a follow-up to the 2008 audit. The objectives of our audit were to:

- Verify that over-the-counter receipts are only being made out of necessity;
- Ensure that collected monies are properly controlled, deposited and transferred electronically to the state in a timely manner;
- Confirm that internal controls and procedural weaknesses identified during the 2008 audit were properly addressed and remedied.

We conducted our audit in accordance with generally accepted auditing standards and *Government Auditing Standards* issued by the Comptroller General of the United States.

Executive Summary

For the period January 1, 2018 through October 31, 2018, Internal Audit has determined that *Domestic Relations* records are accurate, available and well documented.

In addition, *Domestic Relations* was found to be in compliance with policies and procedures mandated by the County of Chester and the Bureau of Child Support Enforcement except as outlined on the pages that follow. ***Audit Findings*** and ***Recommendations*** are provided herein for your review, comment and corrective action. The courtesy of a response is requested by January 21, 2019, otherwise in accordance with Internal Audit Policy, the absence of a response by the due date will be inferred as management's acceptance of the finding(s) and recommendation(s).

We thank the management and staff of *Domestic Relations* for their cooperation and assistance during the course of this review. Please feel free to contact our office at (610) 344-6064 should you have any questions or concerns or if you wish to schedule an exit conference. An exit conference is held at the request of the auditee to discuss specific concerns that were not resolved during the closing conference.

A final copy of this management letter will be transmitted electronically to your attention upon receipt of your responses. In addition, since audit reports are a matter of public record, your final management letter will be posted on the Controller's webpage within one week of issuance.



Margaret Reif
Controller

January 23, 2019

COUNTY OF CHESTER

DOMESTIC RELATIONS

SUMMARY OF FINDINGS AND RECOMMENDATIONS

FOR THE PERIOD JANUARY 1, 2018 – OCTOBER 31, 2018

Over the Counter Child Support Payments

The sample size tested for the period 1/1/18 – 10/31/18 was determined to be 20 out of a population of 2,284 receipts collected.

Finding 1: Cash Receipts

Internal Audit noted that in two (2) instances money orders were accepted for over the counter child support payments which does not adhere to the policies set forth by the Bureau of Child Support Enforcement, however the policy set forth by the Domestic Relations Department states that over the counter payments are accepted and checks and money orders will be forwarded to the state.

Cause

Public convenience

Recommendation

Internal Audit suggests that Domestic Relations inform defendants that they need to mail their payments directly to the state as instructed in the court orders.

Auditee Response

Refer to pages 4-6 for auditee response.

COUNTY OF CHESTER

DOMESTIC RELATIONS

SUMMARY OF EXIT CONFERENCE

FOR THE PERIOD JANUARY 1, 2018 – OCTOBER 31, 2018

An exit conference was not warranted for the performance audit of Domestic Relations. Joseph Waters, Director of Domestic Relations chose to accept the report as presented.



DIRECTOR
JOSEPH M. WATERS

CHESTER COUNTY COURT OF COMMON PLEAS
DOMESTIC RELATIONS

201 WEST MARKET STREET
P.O. BOX 2746
WEST CHESTER, PENNSYLVANIA 19380-0989
TELEPHONE: (610) 344-6215
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DEPUTY DIRECTOR
WILLIAM R. WHITEHEAD

DEPUTY DIRECTOR
ROBIN KELLY

Margaret Reif, Controller
313 West Market Street
Suite 6302
West Chester, PA 19380-0991

January 22, 2019

Dear Ms. Reif:

This correspondence is written as a management letter response to the recent internal audit conducted at Chester County Domestic Relations. I wish to commend your auditors for their professionalism and adherence to details.

The Chester County Domestic Relations is giving the attached document to defendants making cash payments and payment by money orders at the Domestic Relations office. I need to convey that these payments are being processed to expedite the delivery of much needed child support payments to the children the support order addresses. The clerks have been trained to inform defendants paying by money order to send their future payments directly to Harrisburg and the attached document shows them how they can accomplish it.

If any additional documentation is needed please feel free to contact me. Again, I thank you for the opportunity to respond to the internal audit.

Sincerely Yours,

A handwritten signature in cursive script that reads "Joseph M. Waters".

Joseph M. Waters
Director

PA Child Support Program

Support Payment Options

Last Modified on: August 19, 2017

You have a few options when it comes to making support payments. Rates are subject to change.

	Payment Option	Fee	Payment Type	Processing Time	Pay By
		FREE	Bank Account	Allow 5 to 7 Banking Days (expand for more info)	 Online
<p>Transaction Limits: No Limit</p> <p>Customer Service: 1-800-403-0879 customer.service@expertpay.com</p> <p>Website: www.expertpay.com</p> <p>Notes: You must register and setup an account at www.expertpay.com. Click the 'Register Now' button to register and make a payment.</p> <p>For newly registered users, or users changing a bank account, the initial payment will take 7 banking days. No payment can be made until registration is complete. ExpertPay processes payments from registered users in 5 banking days.</p> <p>Users may setup automatic withdrawals.</p>					
	PA SCDU Check	FREE	Check	Immediate Processing Upon Receipt	 Mail
<p>Transaction Limits: No Limit</p> <p>Customer Service: 1-877-727-7238 pa-childsupp-2.fc-sls@conduent.com</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>Payment Address: PA SCDU P.O. Box 69110 Harrisburg, PA 17106-9110</p> </div> <p>Notes: Payment must be made payable to PA SCDU.</p> <p>In order for your payment to process, you must include the noncustodial parent's name and <u>and</u> PACSES Member ID or SSN.</p>					
	PA SCDU Money Order	FREE (money order fees vary by location)	Money Order	Immediate Processing Upon Receipt	 Mail
<p>Transaction Limits: Varies by Location</p> <p>Customer Service: 1-877-727-7238 pa-childsupp-2.fc-sls@conduent.com</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p>Payment Address: PA SCDU P.O. Box 69110 Harrisburg, PA 17106-9110</p> </div> <p>Notes: Payment must be made payable to PA SCDU.</p> <p>In order for your payment to process, you must include the noncustodial parent's name and <u>and</u> PACSES Member ID or SSN.</p>					
	PA SCDU IVR	2.95% fee for \$0 - \$700 \$20.00 fee for \$700.01 or greater	Credit Card	Next Banking Day	 Over the Phone
<p>Transaction Limits: No Limit</p> <p>Customer Service: 1-877-727-7238</p>					

Payment Phone Number: 1-800-955-2305

Notes: Accepts MasterCard, Visa, or Discover

Payment made by 11:59 p.m. the prior day, will be posted to the member's account the next day.

	2.95% fee	Credit Card	Allow 4 to 7 Banking Days	 Online
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Transaction Limits: No Limit

Customer Service: 1-888-392-3391
customer.service@echildspay.com

Website: www.e-childspay.com

Notes: Accepts MasterCard, Visa, or Discover

Credit card is charged immediately.

	\$3.99	Cash or Pinned Debit Card (varies by location)	Allow 4 to 7 Banking Days	 Walk-In
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Transaction Limits: Varies by Location

Wal-Mart \$10,000/transaction, \$20,000/day
CVS (cash only) \$2,000/transaction, \$2,000/day

Customer Service: 1-800-666-3947

Website: www.moneygram.com

Notes:

PA SCDU Receive Code: 14677

CVS (cash only) offers 3 other setup methods to pay:

Kiosk - setup payment and then pay at cashier.

Red Phone - connects to customer service rep to assist with setup of payment and then pay at cashier.

Home - use website to setup payment and then pay at store cashier within 24 Hours.

	\$7.99 fee for \$0 - \$300 \$10.99 fee for \$300.01 - \$500	Credit and Debit Card	Allow 4 Banking Days	 Online
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Transaction Limits: \$500/transaction, \$2,999/30 days

Website: www.moneygram.com

Payment Website: www.moneygram.com/paybills?receiveCode=14677

Notes:

PA SCDU Receive Code: 14677

Your credit card company may charge a cash advance fee and interest charges.