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*Auditing for a Better Oregon*

April 26, 2001

Bobby Mink, Director  
Department of Human Services  
500 Summer Street NE  
Salem, Oregon 97310

Dear Mr. Mink:

During our change of administrator review at the Adult and Family Services Division, we noted conditions regarding travel reimbursement claims that we felt warranted the attention of your division. We felt that these issues did not rise to a level where reporting in our change of administrator audit report (No. 2001-32) was required. These conditions and our recommended actions are described below.

### ***Employee Travel Reimbursement Claims***

#### Issues

During our review, we identified three employees who did not receive correct reimbursement for travel expenses. The combined total of the underpayments was \$373.95.

Our review found that one employee did not receive the full transportation expenses incurred while on overnight state business. The employee had properly completed her travel claim and the required documentation attached to the claim. An underpayment to the employee was the result of a Financial Services calculation error. This resulted in an underpayment to the employee in the amount of \$60.

A second employee did not receive any of her lodging reimbursement while on an overnight state-business trip. The employee completed her travel claim appropriately and had the required documentation attached to the claim. An underpayment to the employee was the result of a Financial Services calculation error. This resulted in an underpayment to the employee in the amount of \$241.95.

The same employee did not receive the full reimbursement for the hotel lodging cost she incurred when staying at the conference hotel. The employee attached her lodging receipt, but she did not note on her travel claim that she stayed at the conference hotel. This led to her being underpaid by \$36.

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Management Letter No. 461-2001-04-01

The combined errors for the employee resulted in the total underpayment of \$277.95.

The third employee did not receive the conference room rate for his lodging at the official conference site. The employee attached his lodging receipt, but he did not note on his travel claim that he stayed at the conference hotel. This led to his being underpaid by \$36.

DHS Financial Services reviewed the travel reimbursement claims for state policy requirements and proper calculations. According to DHS Financial Services staff, if the employee does not state on the travel reimbursement claim that the hotel lodging cost is at the conference rate, the staff does not allow payment greater than the per diem.

#### Recommendations

- The division should review the claims for these three employees and, if necessary, compensate them for travel expenses claimed but not paid.
- The division should consider having DHS Financial Services communicate to the claimant modifications or calculation changes made to submitted travel reimbursement claims.
- The division should consider a policy that would require employees to attach conference agendas with hotel information to their travel reimbursement claim to provide the information to Financial Services for proper claim processing.
- The division should review travel reimbursement policies with division personnel to ensure that policies are clearly understood.

Sincerely,  
OREGON AUDITS DIVISION

Charles A. Hibner  
Audit Administrator

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