

Garnett Burns
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Matthew A. Scheller
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ARIZONA BOARD OF FINGERPRINTING

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September 18, 2019

Ms. Lindsey Perry, Auditor General
Office of the Auditor General
2910 N 44th St., Suite 410
Phoenix, AZ 85018

Dear Ms. Perry:

The Arizona Board of Fingerprinting (Board) respectfully submits its response to the performance audit and sunset review of the Board by the Office of the Auditor General (AG). We would like to thank the AG staff for their professional conduct and guidance offered to the Board staff during the audit process.

The Board concurs with the findings and recommendations resulting from the audit. We continually strive to perform at the highest levels possible and welcome any constructive feedback to help us to improve our processes. The Board will ensure that the findings and recommendations are addressed and implemented expeditiously.

The Board looks forward to building on our successes and providing outstanding service to the public and the State of Arizona. We will use the input from the audit to make improvements in our operations and maintain our very high standards.

Sincerely,

Matthew A. Scheller
Executive Director

Enclosure

c: Board Members and Alternates

Sunset Factor 2: The extent to which the Board has met its statutory objective and purpose and the efficiency with which it has operated.

Recommendation 1: The Board should develop and implement a checklist for staff use to ensure that all required application materials are received, reviewed, and retained.

Board Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: The Board will create a checklist for staff to ensure that all required application materials are received, reviewed, and retained.

Recommendation 2: If the number of good-cause exception applications continues to increase, the Board should monitor the impact to its operations and assess whether additional staff are needed to handle its increasing workload and continue meeting its statutory time frames.

Board Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: As of July 1, 2019, the Board has created and filled an Office Manager position and filled its Administrative Assistant II position. Both of these positions will enable the Board to handle its increasing workload and ensure that the Board continues to meet its demanding statutory time frames.

Recommendation 3: The Board should analyze its current revenues and costs to determine whether the \$7 fee should be adjusted (and document its analysis and determination) and establish and implement a process for periodically reviewing the appropriateness of its fee.

Board Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: The Board is reviewing its Rules and the current fee that is collected as part of the application fee for a fingerprint clearance card. A process will be implemented to periodically review the appropriateness of the fee.

Sunset Factor 3: The extent to which the Board serves the entire State rather than specific interests.

Recommendation 4: The Board should develop and implement policies and procedures for addressing potential conflicts of interest in accordance with State laws, including requiring Board members and employees to disclose certain interests in the Board's official records, either through a signed document maintained in a special file or the Board's official minutes.

Board Response: The finding of the Auditor General is agreed to and the audit recommendation will be implemented.

Response explanation: The Board will develop a policy and procedure for addressing potential conflicts of interest in accordance with State laws.