



REPRESENTING  
**ALEX SINK**  
CHIEF FINANCIAL OFFICER  
STATE OF FLORIDA

July 6, 2010

The Honorable Alex Sink  
Chief Financial Officer  
The Capitol, PL-11  
Tallahassee, Florida 32399-0301

Dear CFO Sink:

Pursuant to Section 20.055 (5)(h), Florida Statutes, the enclosed response provides a six-month follow-up on the status of corrective actions taken by the Department regarding the findings and recommendations included in the Auditor General's Report No. 2010-074, Operational Audit of the My Safe Florida Home Program, for the period July 1, 2007, through February 28, 2009.

If you have any questions or would like to discuss the matter further, please contact me at (850) 413-4960.

Sincerely,

A handwritten signature in cursive script that reads "Robert E. Clift".

Robert E. Clift

REC:sc

Enclosure

cc: David R. Vick, CPA, Audit Manager, Office of the Auditor General  
✓Kathy DuBose, Staff Director, Joint Legislative Auditing Committee

FLORIDA DEPARTMENT OF FINANCIAL SERVICES  
Robert E. Clift • Inspector General  
200 E. Gaines St. • Tallahassee, FL 32399-0312 • Tel. 850-413-3112 • Fax 850-413-4973  
Email • Bob.Clift@myfloridacfo.com  
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JLAC  
Rec'd 7/7/2010

**Florida Department of Financial Services**  
**Audit Response**  
**My Safe Florida Home Program**  
**Operational Audit**  
**Six-Month Audit Response**  
**For the Period July 2007 through February 2009**

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**Finding No. 1: The design of the quality assurance reinspection process should be improved to provide the Department with the complete information needed to assess Program effectiveness and integrity.**

**Recommendation:** As part of the quality assurance reinspection process, the Department should follow up on all selected properties that were not reinspected and determine why the reinspections were not completed. In addition, the Department should modify any future written agreements with homeowners for hurricane mitigation inspections to include provisions requiring that homeowners make their homes available for reinspection. The Department should also reevaluate the results of prior reinspection efforts and follow up as deemed appropriate on all selected properties that were not subject to reinspection.

**Response:** We concur with the Auditor General's finding that Florida law under s. 215.5586 required the program to implement a quality assurance program that included random reinspections of original inspections. Florida law also required the MSFH program to reinspect at least 5 percent of completed mitigation projects for which grant funds were used.

To accomplish this statutory directive, the MSFH program competitively procured a contract with an outside vendor (Contractor) to independently perform the reinspections. The Contractor had the responsibility to contact and schedule a reinspection for those properties identified. As detailed by that Contractor, the most common reasons reinspections did not take place were homeowners either refused the reinspection or did not return phone calls. It should be noted, that at the time of the original inspection the homeowner, or a representative of the homeowner, was required to sign the checklist completed by the inspector verifying that the inspection had been completed and no damage had occurred as a result.

The MSFH programs agrees with the Auditor General's recommendation to modify future inspection applications to require homeowners to participate in a reinspection if their properties are randomly selected as part of the program's quality assurance program, should the program receive additional funding in the future. As advised by the Auditor General, the MSFH program is obtaining the signed checklists for completed inspections in which a reinspection was refused to independently verify that the original inspection was completed. In addition, the MSFH program will confirm an inspection was completed by a building official for properties retrofitted with MSFH grant funds in which the homeowner did not make their property available for reinspection.

**Six-Month Status:** As advised by the Auditor General, the MSFH program obtained the signed checklists for completed inspections in which a reinspection was refused to independently verify

that the original inspection was completed. In addition, the MSFH program has confirmed an inspection was completed by a building official for properties retrofitted with MSFH grant funds in which the homeowner did not make their property available for reinspection. In instances where a homeowner signature was unavailable, the MSFH program contacted the building departments to verify if a permit was issued to perform the retrofit. All records obtained as a result of the Auditor General's recommendation are available upon request for review.