

October 13, 2026

Board of Supervisors
Kern County Administrative Center
1115 Truxtun Avenue
Bakersfield, CA 93301

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES 2026 FISCAL MONITORING
REVIEW OF KERN COUNTY DEPARTMENT OF HUMAN SERVICES
(Fiscal Impact: None)**

The Department of Human Services (DHS) respectfully submits for your Board's review and receipt its response to the California Department of Social Services' (CDSS) Fiscal Monitoring Review of Kern County DHS operations conducted May 11, 2026, through May 15, 2026.

DHS developed a Corrective Action Plan/Quality Improvement Plan (CAP/QIP) in response to the findings and recommendations identified by CDSS. DHS completed and submitted the CAP/QIP to CDSS on September 18, 2026, outlining the corrective actions and anticipated completion dates.

Copies of the CDSS Fiscal Monitoring Review letter and DHS' completed Corrective Action Plan/Quality Improvement Plan are attached.

Therefore, **IT IS RECOMMENDED** that your Board receive and file the Department of Human Services' response to the California Department of Social Services' Fiscal Monitoring Review Corrective Action Plan/Quality Improvement Plan.

Sincerely,



Lito Morillo
Director

cc: CAO

California Department of Social Services (CDSS) Remote Fiscal Monitoring/Technical Assistance Corrective Action Plan (CAP)/Quality Improvement Plan (QIP)					
County:	Kern County			Review Dates:	May 11-15, 2026
Agency:	Department of Human Services (DHS)			Purpose of Review:	Fiscal Monitoring Review
DHS Contact:	Maria Montoya	Title:	Finance Director	Contact Email:	montoym@kerndhs.com
CDSS Review Staff	Breanna Miller, Nick Hermansen, Tammie Singleton				
CDSS Contact:	Tammie Singleton	Title:	Manager, Fiscal Monitoring Unit	Contact Phone:	(916) 214-9027
Instructions: Please fill out only the yellow boxes below. Each Finding/Observation must be addressed with your respective agency's proposed corrective/quality improvement action and an anticipated completion date for each proposed corrective/quality improvement action. The completed CAP/QIP is due back to CDSS within 60 days of the date of this letter.					
Caseworkers and Support Staff:					
<i>Findings/Observations</i>	<i>Requirements/Suggestions</i>	<i>Proposed Corrective Action/Quality Improvement</i>		<i>Anticipated Completion Date</i>	
A. The CDSS reviewed Kern County DHS's random sample of timesheets and time studies for the December 2025 quarter. Time study interviews with two caseworkers and two supervisors were also conducted. All interviewees expressed an accurate understanding of the time studying process. However, there were inconsistencies in the responses regarding the	A. For succession purposes, and as a best practice, CDSS recommends that the Kern County DHS implement an annual time study training to ensure all staff and supervisors understand the purpose of time study and have the necessary information to time study correctly.	The department will update and implement the attached training for induction and on an annual basis. The department will also develop a comprehensive detailed training manual including code descriptions and tasks.		12/31/26	

frequency of formal time study training.			
B. The CDSS reviewed Kern County DHS time study procedures. The documents provided showed an unsatisfactory level of detail outlining the time study process.	B. For succession purposes, and as a best practice, CDSS recommends that Kern County DHS develop a time study manual with detailed time study instructions, including but not limited to code descriptions, and time frames for quarterly time study submissions.		
Support Operating Costs:			
<i>Findings/Observations</i>	<i>Requirements/Suggestions</i>	<i>Proposed Corrective Action/Quality Improvement</i>	<i>Anticipated Completion Date</i>
A. Support Operating Cost Sample 7 had an associated contract with Bakersfield Drug Testing, which did not contain suspension and debarment language.	A. In accordance with CFL 25/26-87 , the CDSS recommends that Kern County DHS implement policies and procedures to ensure that all contracts include suspension and debarment language.	The department will work with County Purchasing to update policies and procedures to ensure all contracts include suspension and debarment language – the contract in question is a Countywide Agreement. The department will also continue to pull SAM queries annually.	12/31/26
B. Additionally, purchase orders associated with Sample 9 (Advanced Data Storage), Sample 10 (Tel-tec Security Systems Incorporated), Sample 11 (American Business Machines), and Samples 17-19 and 24 (Trans-West Security	B. In accordance with CFL 25/26-87 , CDSS recommends that Kern County DHS continue to pull SAM queries annually, and that they be kept with purchase orders where the total amount is \$25,000 or above to ensure		

Services) were initially provided without the required SAM queries, however those queries were later provided upon request.	they are readily available upon request.		
Direct Costs:			
<i>Findings/Observations</i>	<i>Requirements/Suggestions</i>	<i>Proposed Corrective Action/Quality Improvement</i>	<i>Anticipated Completion Date</i>
A. Housing Sample 4 was claimed to Program Identifier Number (PIN) code 09560005, ending in Type of Expense (TOE) code 005 – Housing Assistance. This expenditure would be more appropriately claimed to TOE code 031 – Contracted Activities, Unemployed as the charge was for disability legal advocacy associated with a contract.	A. As a result of this monitoring review finding, CDSS requires that Kern County DHS submit an adjustment claim for the December 2025 quarter and any subsequent quarters to shift this expenditure from PIN code 09560005 to PIN code 09560031.	The department will shift this expenditure on the December 2025 quarter adjustment claim	1/31/27
Single Audit:			
<i>Findings/Observations</i>	<i>Requirements/Suggestions</i>	<i>Proposed Corrective Action/Quality Improvement</i>	<i>Anticipated Completion Date</i>
A. The CDSS reviewed Kern County DHS's most recently submitted Single Audit Report, ending June 2024. There was a material weakness identified concerning CDSS. Finding 2024-001 references	A. Kern County DHS acknowledged that this material weakness related to the misstatement of revenue across the General Fund, Behavioral Health and Recovery Services, and Department of Human	Fiscal staff will be trained in the revenue accrual process and revenue recognition. The department will add the procedure to desk manuals and increase communication with administering departments. The department will also utilize the mock claim functionality in	12/31/26

revenue that was understated in the General Fund and overstated in the Behavioral Health and Recovery Services and Department of Human Services funds. These misstatements resulted in material corrections to the general ledger in the current year. This is noted as a repeat finding as misstatements related to revenue recognition were reported in the prior year as finding number 2023-001.	Services funds was a repeat finding from Fiscal Year 2023. The Corrective Action Plan (CAP) to address this issue has been initiated. Documentation outlining the corrective measures and evidence of strengthened internal controls is in progress.	CECRIS to increase the accuracy of the accruals.	
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Additional Information:

II. CERTIFICATION: This plan has been completed, reviewed, and approved by:

*Signature	*Title (Director or authorized delegate)	*Agency	*Date
	Director	Department of Human Services	9/18/26

III. APPROVAL (For CDSS use only) This CAP/QIP has been reviewed and approved by:

Name of CDSS Staff	Title	Date	Notes
Elisa Tsujihara	Chief, Fiscal Policy and Analysis Bureau		
Tammie Singleton	Manager, Fiscal Monitoring Unit		



JENNIFER TROIA
DIRECTOR

CALIFORNIA HEALTH & HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



GAVIN NEWSOM
GOVERNOR

July 22, 2026

Lito Morillo, Director
Kern County Department of Human Services
100 E. California Ave
Bakersfield, CA 93307

**SUBJECT: KERN COUNTY DEPARTMENT OF HUMAN SERVICES (DHS) – 2026
FISCAL MONITORING REVIEW**

Director Morillo:

This letter provides a summary of the California Department of Social Services' (CDSS) Fiscal Monitoring Review (FMR) of Kern County DHS financial operations. This hybrid review took place beginning Monday, May 11, 2026, and concluded Friday, May 15, 2026. An exit conference was held with Kern County DHS staff on Friday, May 15, 2026. Recommendations have been identified as the result of this review and will require a Corrective Action Plan (CAP). The Corrective Action Plan/Quality Improvement Plan (QIP) requires a response from Kern County DHS within 60 days of the date of this letter.

This letter provides a high-level overview of this FMR as well as those areas that require action by Kern County DHS. It contains the following enclosures:

- Enclosure I: A detailed summary of findings and recommendations related to this FMR.
- Enclosure II: The CAP/QIP matrix, which outlines findings and recommendations and provides a structure for Kern County DHS to identify corrective actions and improvements.

Purpose and Scope of the Review/Recommendations

The purpose of the review was to ensure that Kern County DHS financial operations meet federal and state regulations and guidelines. Additionally, the FMR assists in ensuring that costs claimed in the County Expense Claim Reporting Information System (CECRIS) and in the County Assistance (CA) 800 claims were allowed and reported in accordance with CDSS instructions. During the review, the monitoring team identified county practices that were effective, those that needed improvement, and any state and/or county policies that required further development or clarification.

The scope of the review included the following information:

- Reconciliation of CECRIS caseloads submitted for the December 2025 quarter.
- Review and validation of costs reported to the Casework, Support Staff, Support

Operating, and Direct Costs pools under the Social Services, California Work Opportunity and Responsibility to Kids (CalWORKs), and Other Public Welfare functions.

- Review of Kern County DHS's time studies, including procedures and training.
- Review and validation of costs for select CA 800 assistance claims.

CECRIS Caseload and Preparation

The December 2025 quarter caseloads reported in CECRIS were reviewed for alignment with data sources and compliance with guidance provided in County Fiscal Letters (CFL) 24/25-01, CFL 24/25-01E, and All County Letter (ACL) 21-25. The caseloads reconciled between the data reports, back up documentation, and CECRIS.

There were no findings or recommendations in this area of the review.

Casework and Support Staff

Data related to time studies reviewed by CDSS included:

- Staff timesheets and time studies for the corresponding period.
- Interviews with three caseworkers and one supervisor that time studied during the sampled quarter.

Kern County DHS uses the mid-month time study methodology. The CDSS reviewed timesheets and time studies of 30 Kern County DHS staff. The casework costs reported on the DFA 325.1 report for the December 2025 quarter reconciled with the casework costs on the county's salary summary spreadsheet. The casework hours from the county's summary documentation reconciled with the DFA 55 CECRIS report for the December 2025 quarter.

The CDSS interviewed four Kern County DHS staff: two case workers and two supervisors.

All interviewees expressed an accurate understanding of the time studying process. However, there were inconsistencies in the responses regarding the frequency of formal time study training.

For succession purposes, and as a best practice, CDSS recommends that the Kern County DHS implement annual study training to ensure all staff and supervisors understand the purpose of time study and have the necessary information to time study correctly. The CDSS reviewed Kern County DHS time study procedures. The documents provided showed an unsatisfactory level of detail outlining the time study process.

For succession purposes, and as a best practice, CDSS recommends that Kern County DHS develop a time study manual with detailed time study instructions, including but not limited to code descriptions and time frames for quarterly time study submissions.

Support Operating Costs

Support Operating cost validation consisted of reviewing the following documentation, which was evaluated and then reconciled against the Support Operating costs claimed in the CECRIS:

- County summary sheets.
- Detailed listing of individual payments.
- Countywide Cost Allocation Plan (CCAP) submitted by the County Auditor Controller's Office.
- CCAP payments and non-CCAP payments.
- Other backup documentation (i.e., vendor bills, invoices, receipts, warrants, contracts, memoranda of understanding [MOUs], etc.)

The CDSS reviewed 30 Support Operating samples. All summary sheets and backup documentation reconciled to the CEC for the December 2025 quarter.

Support Operating Cost Sample 7 had an associated contract with Bakersfield Drug Testing, which did not contain suspension and debarment language.

In accordance with CFL 25/26-87, CDSS recommends that Kern County DHS implement policies and procedures to ensure that all contracts include suspension and debarment language.

Additionally, purchase orders associated with Sample 9 (Advanced Data Storage), Sample 10 (Tel-tec Security Systems Incorporated), Sample 11 (American Business Machines), and Samples 17-19 and 24 (Trans-West Security Services) were initially provided without the required SAM queries, however those queries were later provided upon request.

In accordance with CFL 25/26-87, CDSS recommends that Kern County DHS continue to pull SAM queries annually, and that they be kept with purchase orders where the total amount is \$25,000 or above to ensure they are readily available upon request. Covered transactions are contracts/purchase orders that exceed \$25,000, as explained in 2 CFR 180.220(b)(1) and 2 CFR 180.220(c)(2).

Direct Costs

Direct Costs validation consisted of reviewing the following documentation, which was evaluated and then reconciled against the amounts claimed in the CECRIS:

- Documented claiming procedures.
- County summary sheets.
- Itemized cost listing of all individual payments.
- Supporting contracts, MOUs, billings, and invoices associated with a random sample of individual payments.

The CDSS reviewed 27 Direct Costs samples. All summary sheets and backup documentation reconciled to the CEC for the December 2025 quarter.

The CDSS reviewed a subset of nine Housing samples. All subset samples reconciled with the backup documentation presented.

Housing Sample 4 was claimed to Program Identifier Number (PIN) code 09560005, ending in Type of Expense (TOE) code 005 – Housing Assistance. This expenditure would be more appropriately claimed to TOE code 031 – Contracted Activities, Unemployed as the charge was for disability legal advocacy associated with a contract.

As a result of this monitoring review finding, CDSS requires that Kern County DHS submit an adjustment claim for the December 2025 quarter and any subsequent quarters to shift this expenditure from PIN code 09560005 to PIN code 09560031.

The CDSS reviewed a subset of eight Supplemental Nutrition Assistance Program samples, all of which reconciled with the provided backup documentation.

Assistance Costs

The CDSS reviewed summary sheets, payroll reports, organizational structure charts, descriptions of functional roles, and responsibilities of the CA 800 assistance claims. The review also consisted of reconciling October, November, and December 2025 assistance claims with the appropriate backup documentation and examining the documented policies and procedures for the processing of the CA 800 assistance claims.

There were no findings or recommendations in this area of the review.

Adjustment Claim

The CDSS reviewed documentation for the December 2025 Quarter CECRIS Adjustment Claim. This included the new claim letter sent with the adjustment claim and the audited original quarter DFA 327.4 and DFA 327.5 reports with data reflected on the audited adjustment DFA 327.6 and DFA 327.7 quarter reports. The new claim letter included the required level of detail of the changes from the Original and Adjustment Claim, as well as the DFA 325.5 certification of the adjustment claim and updated claim notes that correspond to adjusted costs or any internal working papers.

There were no findings or recommendations in this area of review.

Single Audit

The CDSS reviewed Kern County DHS's most recently submitted Single Audit Report, ending June 2024. There was a material weakness identified concerning CDSS. Finding 2024-001 references revenue that was understated in the General Fund and overstated in the Behavioral Health and Recovery Services and Department of Human Services funds. These misstatements resulted in material corrections to the general ledger in the current year. This is noted as a repeat finding as misstatements related to revenue recognition were reported in the prior year as finding number 2023-001.

Kern County DHS acknowledged that this material weakness related to the misstatement of revenue across the General Fund, Behavioral Health and Recovery Services, and Department of Human Services funds was a repeat finding from Fiscal Year 2023. The Corrective Action Plan (CAP) to address this issue has been initiated. Documentation outlining the corrective measures and evidence of strengthened internal controls is in progress. Additional training has commenced as of June 30, 2026.

Discount Rate

The CDSS confirmed that Adoption Assistance and Foster Care caseloads reported in the CA 800 assistance claims for the December 2025 quarter reconcile to the numbers reported in the DFA 325.1 report in CECRIS.

There were no findings or recommendations in this area of the review.

Corrective Action Plan/Quality Improvement Plan (CAP/QIP) Requirements

Provided as an enclosure with this letter is a CAP/QIP template to be completed and submitted within 60 days of the date of this letter. An electronic copy will be provided to Kern County DHS personnel, who must complete the CAP/QIP and submit both electronic and hard copies as a response to this post-review letter.

Please contact Tammie Singleton, Fiscal Monitoring Unit Manager, at Tammie.Singleton@dss.ca.gov if you have any questions regarding the information included in this letter.

Sincerely,

Elisa Tsujihara

ELISA TSUJIHARA, Chief
Fiscal Policy and Analysis Bureau

c: Vanessa Frando, Chief Deputy Director
Hal Hunter, Finance Director
Maria Bermudez, Assistant Director
Miriam Ocampo-Arreola, Assistant Director
Nanette Uzzle, Assistant Director
Monica Goodell-Thatcher, Human Resources Manager

**Kern County Department of Human Services (DHS)
Fiscal Monitoring Review (FMR)
Summary of Recommendations**

Within 60 days of the date of this letter, Kern County DHS must submit corrective actions to address the following areas:

1. Casework and Support Staff

- A. The CDSS reviewed Kern County DHS's random sample of timesheets and time studies for the December 2025 quarter. Time study interviews with two caseworkers and two supervisors were also conducted. All interviewees expressed an accurate understanding of the time studying process. However, there were inconsistencies in the responses regarding the frequency of formal time study training.

Corrective Action

For succession purposes, and as a best practice, CDSS recommends that the Kern County DHS implement an annual time study training to ensure all staff and supervisors understand the purpose of time study and have the necessary information to time study correctly.

- B. The CDSS reviewed Kern County DHS time study procedures. The documents provided showed an unsatisfactory level of detail outlining the time study process.

Corrective Action

For succession purposes, and as a best practice, CDSS recommends that Kern County DHS develop a time study manual with detailed time study instructions, including but not limited to code descriptions and time frames for quarterly time study submissions.

2. Support Operating Costs

- A. Support Operating Cost Sample 7 had an associated contract with Bakersfield Drug Testing, which did not contain suspension and debarment language.

Corrective Action

In accordance with County Fiscal Letter (CFL) 25/26-87, CDSS recommends that Kern County DHS implement policies and procedures to ensure that all contracts include suspension and debarment language.

- B. Additionally, purchase orders associated with Sample 9 (Advanced Data Storage), Sample 10 (Tel-tec Security Systems Incorporated), Sample 11

(American Business Machines), and Samples 17-19 and 24 (Trans-West Security Services) were initially provided without the required SAM queries however those queries were later provided upon request.

Corrective Action

In accordance with CFL 25/26-87, CDSS recommends that Kern County DHS continue to pull SAM queries annually, and that they be kept with purchase orders where the total amount is \$25,000 or above to ensure they are readily available upon request. Covered transactions are contracts/purchase orders that exceed \$25,000, as explained in 2 CFR 180.220(b)(1) and 2 CFR 180.220(c)(2).

3. Direct Costs

Housing Sample 4 was claimed to Program Identifier Number (PIN) code 09560005, ending in Type of Expense (TOE) code 005 – Housing Assistance. This expenditure would be more appropriately claimed to TOE code 031 – Contracted Activities, Unemployed as the charge was for disability legal advocacy associated with a contract.

Corrective Action

As a result of this monitoring review finding, CDSS requires that Kern County DHS submit an adjustment claim for the December 2025 quarter and any subsequent quarters to shift this expenditure from PIN code 09560005 to PIN code 09560031.

4. Single Audit

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Corrective Action

Kern County DHS acknowledged that this material weakness related to the misstatement of revenue across the General Fund, Behavioral Health and Recovery Services, and Department of Human Services funds was a repeat finding from Fiscal Year 2023. The Corrective Action Plan (CAP) to address this issue has been initiated. Documentation outlining the corrective

measures and evidence of strengthened internal controls is in progress.
Additional training has commenced as of June 30, 2026.

Next Steps:

Kern County DHS must develop and submit a Corrective Action Plan/Quality Improvement Plan (CAP/QIP) within 60 days from the date of this post-review letter to address all findings and recommendations.

California Department of Social Services (CDSS) Remote Fiscal Monitoring/Technical Assistance Corrective Action Plan (CAP)/Quality Improvement Plan (QIP)					
County:	Kern County		Review Dates:	May 11-15, 2026	
Agency:	Department of Human Services (DHS)		Purpose of Review:	Fiscal Monitoring Review	
DHS Contact:	Hal Hunter	Title:	Finance Director	Contact Email:	hunterh@kerndhs.com
CDSS Review Staff	Breanna Miller, Nick Hermansen, Tammie Singleton				
CDSS Contact:	Tammie Singleton	Title:	Manager, Fiscal Monitoring Unit	Contact Phone:	(916) 214-9027
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<u>Additional Information:</u>		
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*Signature	*Title (Director or authorized delegate)	*Agency
		*Date
III. APPROVAL (For CDSS use only) This CAP/QIP has been reviewed and approved by:		
Name of CDSS Staff	Title	Date
Elisa Tsujihara	Chief, Fiscal Policy and Analysis Bureau	
Tammie Singleton	Manager, Fiscal Monitoring Unit	