



**United States Department of State
and the Broadcasting Board of Governors**

Inspector General

OCT 20 2009

The Honorable Patrick E. McFarland
Inspector General
U.S. Office of Personnel Management
1900 E Street, NW, Room 6400
Washington, DC 20415

Dear Mr. McFarland:

Enclosed for your information is the report *Independent Accountant's Report on the Application of Agreed-Upon Procedures: Retirement, Health Benefits, and Life Insurance Withholdings/Contributions and Supplemental Semiannual Headcount Report Submitted to the Office of Personnel Management (OPM) (AUD/FM-10-01, Oct. 2009)*.

The report, prepared at our direction by Kearney & Company, P.C., is required by Office of Management and Budget Bulletin No. 07-04, *Audit Requirements for Federal Financial Statements*, as amended. The procedures were performed to assist OPM in assessing the reasonableness of the retirement, health benefits, and life insurance withholdings and contributions, as well as semiannual headcount information, submitted to OPM by the Department of State.

If you have any questions about this report, please have your staff contact Gayle L. Voshell, Director of the Financial Management Division, at (703) 284-2681 or by e-mail at voshellg@state.gov. You may also contact Evelyn R. Klemstine, Assistant Inspector General for Audits, at (703) 284-2604 or by e-mail at klemstinee@state.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "H. Geisel", with a large, stylized flourish at the end.

Harold W. Geisel
Acting Inspector General

Enclosure: As stated.

cc: RM – James L. Millette, Acting
RM/DCFO – Christopher H. Flaggs

**Independent Accountant's Report
on the Application of Agreed-Upon Procedures: Retirement, Health Benefits, and Life
Insurance Withholdings/Contributions and Supplemental Semiannual Headcount Report
Submitted to the Office of Personnel Management**

The Honorable Patrick E. McFarland
U.S. Office of Personnel Management:

We have performed the procedures described in the enclosure to this report, which were agreed to by the Inspector General and the Chief Financial Officer of the U.S. Office of Personnel Management (OPM), solely to assist OPM in assessing the reasonableness of Retirement, Health Benefits, and Life Insurance withholdings, contributions, and enrollment information submitted via the Semiannual Headcount Report by the Department of State (Department) for the payroll periods ended August 30, 2008, January 17, 2009, and February 28, 2009. The Agreed-Upon Procedures (AUPs) relating to the submission of withholdings/contributions for Retirement, Health Benefits, and Life Insurance to OPM relate to the use of the Retirement and Insurance Transfer System (RITS). RITS is the authorized method of submitting withholding and contribution information to OPM. Agency payroll providers (APPs) that are technically unable to transmit benefit information to OPM via RITS may continue to submit withholdings and contributions via the hard copy SF 2812 (and SF 2812-A), Report of Withholdings and Contributions for Health Benefits, Life Insurance, and Retirement to OPM. This AUP engagement was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants and Generally Accepted Government Auditing Standards. The sufficiency of these procedures and related subject matter is solely the responsibility of the Inspector General and the Chief Financial Officer of OPM. Consequently, we make no representation regarding the sufficiency of the procedures described in the enclosure either for the purpose for which this report has been requested or for any other purpose.

See the Enclosure for the procedures and associated results.

We were not engaged to and did not conduct an examination, the objective of which would be the expression of an opinion on the withholdings and contributions for Retirement, Health Benefits, and Life Insurance, and the Semiannual Headcount Reports of the Department. Accordingly, we do not express such an opinion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

This report is intended solely for the information and use of the Inspector General and the Chief Financial Officer of OPM, and is not intended to be and should not be used by anyone other than



these specified parties. However, the report is a matter of public record and its distribution is not limited.

A handwritten signature in blue ink that reads "Kearney & Company". The signature is written in a cursive, flowing style.

Alexandria, Virginia
October 16, 2009

Enclosure: As stated.

Procedures Agreed Upon	Findings/Comments
<p>Obtain the APP's September 2008 and March 2009 Semiannual Headcount Report submitted to OPM and a summary of RITS submissions for September 2008 and the current fiscal year. For Retirement, Health Benefits, and Life Insurance select a total of three RITS submissions for September 2008 and the current fiscal year; two will coincide with the September 2008 and March 2009 Semiannual Headcount Report. Obtain payroll information for the periods covered by the RITS submissions selected.</p>	<p>Completed Selected pay periods 17 and 4 which coincided with the September 2008 and March 2009 Semiannual Headcount Reports, respectively. The third pay period selected was pay period 1.</p>
<p>1. Compare RITS submission data to the payroll information by performing the following procedures (Note: For cross-servicing agencies, if the internal controls are the same for all agencies serviced, it is only necessary to perform this procedure for one agency.):</p> <p>1.a. Recalculate the mathematical accuracy of the payroll information.</p> <p>1.b. Recalculate the mathematical accuracy of each RITS submission for the payroll information selected in step 1.a.</p> <p>1.c. Compare the employee withholding information at the aggregate level for Retirement, Health Benefits, and Life Insurance (as adjusted for reconciling items) shown on the payroll information obtained in step 1.a. to the related amounts shown on the RITS submission for the corresponding period.</p> <p>Report any differences for each of the Retirement, Health Benefits, and Life Insurance (categories) for step 1.c. that are over one percent of the aggregate amount reported for each of the three categories. Obtain from management a management official name, an explanation, telephone number, and an email address for the differences above the one percent threshold.</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed No differences were found as a result of applying the procedure.</p>
<p>2.a. Randomly select a total of 25 individuals who were in the payroll system for all three of the RITS submissions selected above that meet all the following criteria:</p> <ul style="list-style-type: none"> • Covered by the Civil Service Retirement System (CSRS) or the Federal Employees Retirement System (FERS); • Enrolled in the Federal Employees Health Benefits Program; • Covered by Basic Life Insurance; and • Covered by at least one Federal Employees' Group Life Insurance (FEGLI) optional coverage (Option A, B, or C). <p>2.b. Obtain the following documents, either in electronic or hard-copy format, from the Official Personnel File (OPF) for each individual selected in step 2.a. Hard copies can be originals or certified copies.</p>	<p>Completed</p> <p>Completed</p>

Procedures Agreed Upon	Findings/Comments
<ul style="list-style-type: none"> • All Notifications of Personnel Actions (SF-50) covering the pay periods in the RITS submissions chosen; • The Health Benefits Election Form (SF-2809) covering the pay periods in the RITS submissions chosen or, if applicable, obtain a report (via the agency personnel office) from the agency’s automated system that allows participants to change benefits (e.g., Employee Express) for any Health Benefits transactions in that system for the individuals selected in step 2.a. (Note: a new SF-2809 is needed only if an employee is changing health benefit plans; therefore, the form could be many years old.); and • The Life Insurance Election Form (SF-2817) covering the pay periods in the RITS submission chosen (note: a new SF-2817 is needed only if an employee is changing life insurance coverage, therefore the form could be many years old). <ul style="list-style-type: none"> i. For Health Benefits, compare date of transaction with date on the certified copy of the SF-2809 or the agency’s automated system report obtained above to identify whether the health benefit information to be used in step 2.f. covers the pay periods in the RITS submissions chosen. <p>2.c. For each individual selected in step 2.a., compare the base salary used for payroll purposes and upon which withholdings and contributions generally are based to the base salary reflected on the employee’s SF-50. Report any differences resulting from this step, and obtain management’s explanation for the differences.</p> <p>2.d. For Retirement for each individual selected in step 2.a., compare the retirement plan code from the employee’s SF-50 to the plan code used in the payroll system. Report any differences resulting from this step, and obtain management’s explanation for the differences.</p> <p>2.e. For each individual selected in step 2.a., calculate the retirement amount to be withheld and contributed for the plan code from the employee’s SF-50 by multiplying the base salary from the employee’s SF-50 by the official withholding and contribution rates required by law. Compare the calculated amounts with the actual amounts withheld and contributed for the retirement plan. Report any differences resulting from this step, and obtain management’s explanation for the differences.</p> <p>2.f. For Health Benefits for each individual selected in step 2.a., compare the employee withholdings and agency contributions to the official subscription rates issued by OPM for the plan and option elected by the employee, as</p>	<p>Completed</p> <p>Completed No differences were found as a result of applying the procedure.</p> <p>Completed No differences were found as a result of applying the procedure.</p> <p>Completed No differences were found as a result of applying the procedure.</p> <p>Completed No differences were found as a result of</p>

Procedures Agreed Upon	Findings/Comments
<p>documented by a Health Benefits Election Form (SF-2809) in the employee's OPF or automated system that allows the participant to change benefits (e.g., Employee Express). Report any differences resulting from this step and obtain management's explanation for the differences. The Health Benefits rates can be found on OPM's website at http://www.opm.gov/insure/health/rates/index.asp.</p>	<p>applying the procedure.</p>
<p>2.g. For Life Insurance for each individual selected in step 2.a., confirm that Basic Life Insurance was elected by the employee by inspecting the Life Insurance Election Form (SF-2817) documented in the employee's OPF. Report any differences resulting from this step, and obtain management's explanation for the differences.</p>	<p>Completed No differences were found as a result of applying the procedure.</p>
<p>2.h. For each individual selected in step 2.a., calculate the withholding and contribution amounts for Basic Life Insurance using the following:</p>	
<ul style="list-style-type: none"> For employee withholdings: Round the employee's annual base salary up to the nearest thousand dollars and add \$2,000. Divide this total by 1,000, and multiply by the rate required by law. The Life Insurance rates can be found in the FEGLI Program Booklet on OPM's website at http://www.opm.gov/insure/life/rates/em_rates.asp 	<p>Completed</p>
<ul style="list-style-type: none"> For agency contributions: Divide the employee withholdings calculated above by two. 	<p>Completed</p>
<p>Compare the calculated employee withholdings and agency contributions with the actual amounts withheld and contributed for Basic Life Insurance. Report any differences resulting from this step, and obtain management's explanation for the differences.</p>	<p>Completed No differences were found as a result of applying the procedure.</p>
<p>2.i. Also, for Life Insurance for each individual selected in step 2.a., compare optional coverage elected as documented on the SF-2817 in the employee's OPF to the optional coverage documented in the payroll system. Report any differences resulting from this step, and obtain management's explanation for the differences.</p>	<p>Completed The FEGLI election coverage in the payroll system for 1 of 25 employees did not agree with the election coverage in the OPF. The Department could not provide the form supporting the election.</p>
<p>2.j. For each individual selected in step 2.a., calculate the withholding amounts for optional life insurance using the following:</p>	<p>Completed No differences were found as a result of</p>

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<ul style="list-style-type: none"> • For Option A: Locate the employee’s age group using the age groups provided for Option A in the FEGLI Program Booklet. The withholding amount to be used is the rate listed in the FEGLI Program Booklet for that age group. Compare the calculated amount with the amount withheld for Option A Life Insurance. Report any differences resulting from this step, and obtain management’s explanation for the differences. • For Option B: Inspect the SF-2817 to obtain the number of multiples chosen for Option B. Locate the employee’s age group using the age groups provided for Option B in the FEGLI Program Booklet. Round the employee’s annual rate of basic pay up to the next 1000, divide by 1000, and multiply by the rate for the respective age group. Multiply this amount by the number of multiples chosen for Option B Life Insurance. Compare the calculated amount with the amount withheld for Option B Life Insurance. Report any differences resulting from this step, and obtain management’s explanation for the differences. • For Option C: Inspect the SF-2817 to obtain the number of multiples chosen for Option C. Locate the employee’s age group using the age groups provided for Option C in the FEGLI Program Booklet. Multiply the rate for the age group by the number of multiples chosen for Option C Life Insurance. Compare the calculated amount with the amount withheld for Option C Life Insurance. Report any differences resulting from this step, and obtain management’s explanation for the differences. 	<p>applying the procedure.</p> <p>Completed No differences were found as a result of applying the procedure.</p> <p>Completed No differences were found as a result of applying the procedure.</p>
<p>3. Randomly select a total of 10 employees who have no Health Benefits withholdings from the payroll information corresponding to the three RITS submissions selected above, and perform the following steps for each employee selected:</p> <p>3.a. Obtain SF-2809s covering the pay periods in the RITS submissions chosen, either in electronic or hard-copy format, from the selected employee’s OPF or, if applicable, obtain a report (via the agency personnel office) from the agency’s automated system that allows participants to change benefits (e.g., Employee Express) for any Health Benefit transactions in that system for the individuals selected. Hard copies can be originals or certified copies. Inspect the documentation (i.e., SF-2809 or the agency’s system-generated report) to identify whether health benefits coverage was not elected. This can be identified in the following ways:</p> <ul style="list-style-type: none"> • absence of an SF-2809 in the OPF and no election of coverage made through the agency’s automated system that allows participants to change benefits (e.g., Employee Express), or • an SF-2809 in the OPF with Section E checked (indicating cancellation of 	<p>Completed</p> <p>Completed</p>

Procedures Agreed Upon	Findings/Comments
<p>coverage) and no later election of coverage through the agency’s automated system that allows participants to change benefits (e.g., Employee Express), or</p> <ul style="list-style-type: none"> • Cancellation of coverage through the agency’s automated system that allows participants to change benefits (e.g., Employee Express) and no later election of coverage with an SF-2809. <p>3.b. Compare the result in step 3.a. with the RITS submissions. Report any differences resulting from this step, and obtain management’s explanation for the differences.</p>	<p>Completed No differences were found as a result of applying the procedure.</p>
<p>4. Randomly select a total of 10 employees who have no Life Insurance withholdings from the payroll information corresponding to the three RITS submissions selected above, and perform the following steps for each employee selected:</p> <p>4.a. Obtain the SF-2817s covering the pay periods in the RITS submissions chosen, either in electronic or hard-copy format, from the selected employee’s OPF. Hard copies can be originals or certified copies. Inspect the SF-2817 to identify that the employee waived or cancelled Basic Life Insurance coverage.</p> <p>4.b. Compare the result in step 4.a. with the RITS submissions. Report any differences resulting from this step, and obtain management’s explanation for the differences.</p>	<p>Completed</p> <p>Completed We did not receive SF-2817 forms for two of 10 employees. Based on inquiry, the Department could not locate these forms.</p> <p>Completed We did not receive SF-2817 forms for two of 10 employees. Based on inquiry, the Department could not locate these forms.</p>
<p>5. Calculate the headcount reflected on the September 2008 and March 2009 Semiannual Headcount Report selected as follows:</p> <p>5.a. Obtain existing payroll information (from step 1.a.) supporting each Supplemental Semiannual Headcount report. If existing payroll data are not available, obtain a payroll system query that summarizes detailed payroll data supporting each Supplemental Semiannual Headcount Report as follows:</p> <ul style="list-style-type: none"> • Benefit Category (see Semiannual Headcount Report). • Dollar Amount of withholdings and contributions. • Number Enrolled (deductions made/no deductions). • Central Personnel Data File Code. 	<p>Completed</p>

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<ul style="list-style-type: none"> • Aggregate Base Salary. <p>5.b. Recalculate the Headcount reflected on each Semiannual Headcount Report. If an electronic file is not available, a suggested method of recalculating the Headcount is as follows: (1) estimate the number of employees per payroll register page by counting the employees listed on several pages, (2) count the number of pages in the payroll register, and (3) multiply the number of employees per page by the number of pages or count (using a computer audit routine) the number of employees on the payroll data file for the period.</p> <p>5.c. Compare the payroll information obtained in step 5.a. and the calculated headcount from step 5.b. with the information shown on each respective Semiannual Headcount Report.</p> <p>5.d. Report any differences (i.e., gross rather than net) greater than two percent between the Headcount reporting on each respective agency Semiannual Headcount Report and payroll information from step 5.a. and the calculated Headcount from step 5.b. Obtain from management a management official name, telephone number, an email address, and an explanation for the differences.</p>	<p>Completed</p> <p>Completed</p> <p>Completed One difference greater than two percent was observed related to the Pay Period 17 U.S. Trade Headcount Report as a result of applying the procedure. Based on inquiry, the Pay Period 17 Headcount Report included Agency Code 1106, which should have been excluded from the Headcount Report. An error in the Department’s report logic incorrectly included the agency code.</p> <p>Contact Information: Chris Flaggs, DCFO flaggsch@state.gov (202) 261-8620</p>
<p>6. Calculate employer and employee contributions for Retirement, Health Benefits, and Life Insurance as follows:</p> <p>6.a. Calculate Retirement withholdings and contributions for the three pay periods selected in step 1.a., as follows:</p> <ul style="list-style-type: none"> i. Multiply the CSRS and FERS payroll base by the withholding and employer contribution rates required by law. 	<p>Completed</p>

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<p>ii. Compare the calculated totals from step 6.a.i. with the related amounts shown on the RITS submissions. Report any differences (i.e., gross rather than net) between the calculated amounts and the amounts reported on the RITS submissions greater than five percent of the amounts on the RITS submission, and obtain management’s explanation for the differences.</p>	<p>Completed No differences greater than five percent were found as a result of applying the procedure.</p>
<p>6.b. Calculate employee withholdings and employer contributions for Health Benefits for the three pay periods selected in step 1.a. as follows:</p> <p>i. Multiply the number of employees enrolled in each Health Benefits plan and plan option by the employee withholdings and employer contributions for the plan and option.</p> <p>ii. Sum the totals in step 6.b.i., and compare the result with the Health Benefit withholding and contribution amounts shown on the RITS submissions. Report any differences (i.e., gross rather than net) between the calculated amounts and the amounts reported on the RITS submissions greater than five percent of the amounts on the RITS submission, and obtain management’s explanation for the differences.</p>	<p>Completed</p> <p>Completed No differences greater than five percent were found as a result of applying the procedure.</p>
<p>6.c. Calculate the Basic Life Insurance employee withholdings and employer contributions for the three pay periods selected in step 1.a. as follows:</p> <p>i. Obtain a payroll system query from APP personnel to obtain the total number of employees with Basic Life Insurance coverage and the aggregate annual basic pay for all employees with Basic Life Insurance.</p> <p>ii. For employee withholdings: Add the product of 2,000 times the number of employees with Basic Life Insurance coverage from step 6.c.i. above to the aggregate annual basic pay for all employees with Basic Life Insurance from step 6.c.i. above to calculate the estimated total Basic Life Insurance coverage. Divide this calculated total by 1,000 and multiply by the withholding rate required by law. The Life Insurance withholding rates can be found in the FEGLI Program Booklet on OPM’s website.</p> <p>iii. Compare the result in step 6.c.ii. with the withholdings for Basic Life Insurance coverage reported on the RITS submission. Report any difference (i.e., gross rather than net) between the estimate and the</p>	<p>Completed</p> <p>Completed</p> <p>Completed No differences greater than five percent were</p>

Procedures Agreed Upon	Findings/Comments
<p>amount of withholdings reported on the RITS submission greater than five percent of the amounts on the RITS submission, and obtain management’s explanation for the difference.</p> <p>iv. For agency contributions: Divide the results of step 6.c.ii. by two (this approximates agency contributions, which are one-half of employee withholdings). Compare this result with the amount reported on the RITS submission. Report any differences (i.e., gross rather than net) between the estimated amount and the actual amount reported on the RITS submission greater than five percent of the amounts on the RITS submission, and obtain management’s explanation for the differences.</p> <p>6.d. Calculate the Option A, Option B, and Option C Life Insurance coverage withholdings for the three pay periods selected by using detailed payroll reports used to reconcile the RITS reports in step 1. In addition to the information used for step 1, the reports should include the employee's date of birth, annual rate of basic pay, and number of multiples selected for Options B and C. (Note: While similar to step 2.j., the calculation at this step is for the entire amount reported on the RITS submissions for the three pay periods selected, as opposed to the sample of 25 employees in step 2.j.)</p> <p>i. Multiply the number of employees in each age group by the appropriate rate for Option A in accordance with the rates for age groups provided in the FEGLI Program Booklet.</p> <p>ii. Compare the result in step 6.d.i. with the amounts for Option A reported on the RITS submissions. Report any differences (i.e., gross rather than net) greater than two percent of the amounts on the RITS submission, and obtain management’s explanation for the differences.</p> <p>iii. Segregate the reports for Option B and Option C insurance into the age groups shown in the FEGLI Program Booklet. For Option B, round the employee's annual rate of basic pay up to the next 1000, divide by 1000, multiply by the rate for the age group, and multiply this by the number of multiples:</p> <p>(Annual rate of basic pay (rounded up) /1000*rate*multiples).</p> <p>For Option C, multiply the rate for the age group by the number of multiples chosen for each employee.</p> <p>iv. Compare the result in step 6.d.iii. with the amounts for Option B and</p>	<p>found as a result of applying the procedure.</p> <p>Completed No differences greater than five percent were found as a result of applying the procedure.</p> <p>Completed</p> <p>Completed No differences greater than two percent were found as a result of applying the procedure.</p> <p>Completed</p> <p>Completed</p>

Procedures Agreed Upon	Findings/Comments
Option C, respectively, reported on the RITS submissions. Report any differences (i.e., gross rather than net) greater than two percent of the amounts on the RITS submission for Option B or Option C, and obtain management's explanation for the differences.	No differences greater than two percent were found as a result of applying the procedure.

FRAUD, WASTE, ABUSE, OR MISMANAGEMENT
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