

# THE AUDITOR'S REPORT



## News & Updates

from the Office of the State Auditor Suzanne M. Bump

*Making government work better*



Suzanne M. Bump  
State Auditor



Dear Friend,

To build trust in public institutions, we need partners from across government who recognize the value of accountability, innovation, and long-term planning.

To this effort, last month, I met with newly elected members of the Legislature to introduce them to the work of my office and discuss how our work can assist them as they make policy decisions.

During the meeting, I also had the opportunity to highlight the [Accountability Agenda](#), our legislative package to modernize government and more effectively address areas of government at risk of waste, fraud, and abuse.

The event was an opportunity to not only build relationships with these lawmakers, and welcome them to the State House, but also to ensure that we're working across government to improve the effective management of government resources.

Thank you,

Suzanne M. Bump  
*Auditor of the Commonwealth*

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## Recent Audits

[Massachusetts Office of Travel and Tourism's Administration of Regional Tourism Grant Awards](#)

[MWRA—Clinton Wastewater Treatment Plant Contract](#)

[MassHealth—Review of Dental Periapical Radiograph Claims Submitted by Webster Square Dental Care](#)

[MassHealth—Review of Dental Periapical Radiograph Claims Submitted by Sawan & Sawan, DMD](#)

[MassHealth—Review of Dental Periapical Radiograph Claims Submitted by Our Dentist](#)

[MassHealth—Review of Dental Periapical Radiograph Claims Submitted by Dr. Najmeh Rashidfarokhi](#)

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## Recent Press Releases

[Auditor Bump Appoints Loan Thi Dao to Asian American Commission](#)

[Auditor Determines Part of Early Voting Law Imposes an Unfunded Mandate on Local Governments](#)

[Audits Show Dental Providers Not Billing in Accordance with MassHealth Regulations](#)

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*Recently, Auditor Bump was the featured speaker at the Young Professional Society of Greater Springfield's Leadership Luncheon. Auditor Bump spoke about the lessons she has learned throughout her career, and challenges she has faced.*

## OSA Focus: Supporting Future Leaders

The erosion of public trust in government didn't happen overnight. It is the result of years of the public seeing their tax dollars spent inappropriately and without accountability.

Building trust in government will require sustained work from leaders across government. While there are many leaders currently serving our state who are committed to this goal, we must ensure that future leaders also understand the importance of public trust in government.

Over recent months, Auditor Bump has met with young leaders throughout the state to talk about the people that led her to a career of public service, and the issues that motivate her service today. She has also shared the lessons she has learned throughout her service, including the importance of working with people with whom you disagree, and [learning from your setbacks](#).

"I didn't make enough of an effort to outreach to people who had different points of view," she told a group in Springfield about a lost election. "And I paid a public price for it."

Through these visits, she's met with Young Professionals in Springfield, and students in Amherst, Devens and Worcester. In the coming weeks, she will also meet with young leaders and philanthropists in Boston.

More than telling her story though, these meetings are about instilling in future leaders of our state a passion for public service, and recognition of the importance of public trust for the government to function.

**Speaker's Corner:** Did you know you can invite Auditor Bump to speak to your group or attend your event using our [online form](#)? Fill one out today.



# OSA's Work Makes Headlines

## [State Auditor Suzanne Bump advising feds on health oversight](#)

With the future of some healthcare programs uncertain at the federal level, the role of state auditors to ensure these programs operate with integrity is more important than ever. The Springfield Republican reports on Auditor Bump's participation in a working group advising the U.S. Government Accountability Office about this issue.



*Last month, Auditor Bump met with newly elected members of the legislature to discuss the work of her office, and how it can assist them as they make policy decisions to improve the lives of Massachusetts residents.*

## [Auditor: Worcester dental firm overbilled MassHealth \\$250K](#)

The OSA released a series of audits that found dental providers not billing in accordance with MassHealth regulations, as the Worcester Telegram reports.

## [State should absorb some early voting costs \(Editorial\)](#)

The Springfield Republican editorial board calls on the state to absorb the cost of early voting after our mandate determination found parts of the new law to be an unfunded mandate.

## [State Report Finds Massachusetts Municipalities Face Big Expense for Water, Sewer Repairs](#)

Northeast Public Radio highlights the significant needs of municipalities to upgrade and repair their aging water infrastructure assets. A recent OSA report found that communities need over \$17 billion in water infrastructure investments over the next 20 years.

# Accountability in Action: A Mandate for Better Government

Last month, the Office of the State Auditor's (OSA) Division of Local Mandates (DLM) found [parts of the recently enacted early voting law were an unfunded mandate](#), imposing \$719,708.25 in required costs on local governments. These costs were primarily driven by the requirements to provide and staff early voting locations. This determination was made in response to petitions from the communities of Woburn and Oxford.

Local governments can use this determination to seek relief from the mandate. However, the value of this determination goes beyond this.



*The Division of Local Mandates (DLM) recently released a determination that found that parts of the early voting law presented an unfunded mandate for cities in towns.*

A priority for the OSA is to assist government entities in improving long-term planning and identifying cost-saving opportunities. While there is no shortage of audits conducted by the office that have found instances of poor long-term planning by government agencies, this mandate determination shows, when a program is new, it can be difficult to make an accurate prediction of true costs.

With more than a million Bay Staters casting their ballots early in 2016, early voting was clearly a success for Massachusetts. Lawmakers have already taken notice of this determination, and are considering possible ways to address its findings. This determination provides them with unbiased facts and figures to inform their decisions on how to improve and build on this success in future elections.

## Upcoming Events

**Auditor Bump will testify in support of her agency budget to the Joint Committee on Ways and Means**, Thursday, March 9, State House, Room A1, 10:00 a.m.

**Staff from the Division of Local Mandates (DLM) will discuss DLM's recent early voting determination with the Middlesex County Clerks' Association**, Wednesday, April 12, Westford Regency Hotel, 19 Littleton Rd., Westford, 9:00 a.m.



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