### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE SYSTEM

### **COMPLIANCE EXAMINATION**

For the Two Years Ended June 30, 2013

### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE SYSTEM COMPLIANCE EXAMINATION

For the Two Years Ended June 30, 2013

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### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE SYSTEM COMPLIANCE EXAMINATION

For the Two Years Ended June 30, 2013

### **AGENCY OFFICIALS**

Executive Director Mr. Lewis T. "Tom" Morelock

Administrative Assistant II Ms. Teresa Rademacher

Agency offices are located at: 1717 Philo Road, Suite 24 Urbana, IL 61802-6099

### Members of the University Civil Service Merit Board as of June 30, 2013:

Vacant, Chair

Mr. James D. Montgomery, Vice Chair

Mr. Lyneir Cole

Mr. Marvin Garcia

Ms. Karen Hasara

Judge Patricia Brown Holmes

Dr. Donna Manering

Mr. Robert T. Marshall, Jr.

Dr. Robert D. Webb

Ms. Betty Kinser

Mr. Spencer Leak, Sr.

### STATE UNIVERSITIES CIVIL SERVICE SYSTEM

Sunnycrest Center 1717 Philo Road, Suite 24 Urbana, Illinois 61802-6099



James D. Montgomery Merit Board Vice Chair Lewis T. (Tom) Morelock Executive Director

November 20, 2013

Honorable William G. Holland Auditor General State of Illinois

Sir:

We are responsible for the identification of, and compliance with, all aspects of laws, regulations, contracts, or grants that could have a material effect on the operations of the State Universities Civil Service System. We are responsible for and we have established and maintained an effective system of, internal controls over compliance requirements. We have performed an evaluation of the State Universities Civil Service System's compliance with the following assertions during the two-year period ended June 30, 2013. Based on this evaluation, we assert that during the years ended June 30, 2012 and June 30, 2013, the System has materially complied with the assertions below.

- A. The State Universities Civil Service System has obligated, expended, received and used public funds of the State in accordance with the purpose for which such funds have been appropriated or otherwise authorized by law.
- B. The State Universities Civil Service System has obligated, expended, received and used public funds of the State in accordance with any limitations, restrictions, conditions or mandatory directions imposed by law upon such obligation, expenditure, receipt or use.
- C. The State Universities Civil Service System has complied, in all material respects, with applicable laws and regulations, including the State uniform accounting system, in its financial and fiscal operations.
- D. State revenues and receipts collected by the State Universities Civil Service System are in accordance with applicable laws and regulations and the accounting and recordkeeping of such revenues and receipts is fair, accurate and in accordance with law.

Yours very truly,

State Universities Civil Service System

(Lewis T. Morelock, Executive Director)

(Teresa Rademacher, Administrative Assistant II)

### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE SYSTEM COMPLIANCE EXAMINATION

For the Two Years Ended June 30, 2013

### **COMPLIANCE REPORT**

### **SUMMARY**

The compliance testing performed during this examination was conducted in accordance with *Government Auditing Standards* and in accordance with the Illinois State Auditing Act.

### **ACCOUNTANT'S REPORT**

The Independent Accountant's Report on State Compliance, on Internal Control Over Compliance and on Supplementary Information for State Compliance Purposes does not contain scope limitations, disclaimers, or other significant non-standard language.

### **SUMMARY OF FINDINGS**

Number of	Current Report	Prior Report
Findings	0	0
Repeated findings	0	0
Prior recommendations implemented		
or not repeated	0	0

### **EXIT CONFERENCE**

The State Universities Civil Service System declined an exit conference.

### SPRINGFIELD OFFICE:

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### OFFICE OF THE AUDITOR GENERAL WILLIAM G. HOLLAND

### INDEPENDENT ACCOUNTANT'S REPORT ON STATE COMPLIANCE, ON INTERNAL CONTROL OVER COMPLIANCE, AND ON SUPPLEMENTARY INFORMATION FOR STATE COMPLIANCE PURPOSES

Honorable William G. Holland Auditor General State of Illinois

### Compliance

We have examined the Illinois State Universities Civil Service System's compliance with the requirements listed below, as more fully described in the Audit Guide for Financial Audits and Compliance Attestation Engagements of Illinois State Agencies (Audit Guide) as adopted by the Auditor General, during the two years ended June 30, 2013. The management of the Illinois State Universities Civil Service System is responsible for compliance with these requirements. Our responsibility is to express an opinion on the Illinois State Universities Civil Service System's compliance based on our examination.

- A. The Illinois State Universities Civil Service System has obligated, expended, received, and used public funds of the State in accordance with the purpose for which such funds have been appropriated or otherwise authorized by law.
- B. The Illinois State Universities Civil Service System has obligated, expended, received, and used public funds of the State in accordance with any limitations, restrictions, conditions or mandatory directions imposed by law upon such obligation, expenditure, receipt or use.
- C. The Illinois State Universities Civil Service System has complied, in all material respects, with applicable laws and regulations, including the State uniform accounting system, in its financial and fiscal operations.
- D. State revenues and receipts collected by the Illinois State Universities Civil Service System are in accordance with applicable laws and regulations and the accounting and recordkeeping of such revenues and receipts is fair, accurate and in accordance with law.

Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants; the standards applicable to attestation engagements contained in *Government Auditing Standards* issued by the Comptroller General of the United States; the Illinois State Auditing Act (Act); and the Audit Guide as adopted by the Auditor General pursuant to the Act; and, accordingly, included examining, on a test basis, evidence about the Illinois State Universities Civil Service System's compliance with those

requirements listed in the first paragraph of this report and performing such other procedures as we considered necessary in the circumstances. We believe that our examination provides a reasonable basis for our opinion. Our examination does not provide a legal determination on the Illinois State Universities Civil Service System's compliance with specified requirements.

In our opinion, the Illinois State Universities Civil Service System complied, in all material respects, with the compliance requirements listed in the first paragraph of this report during the two years ended June 30, 2013.

### **Internal Control**

Management of the Illinois State Universities Civil Service System is responsible for establishing and maintaining effective internal control over compliance with the requirements listed in the first paragraph of this report. In planning and performing our examination, we considered the Illinois State Universities Civil Service System's internal control over compliance with the requirements listed in the first paragraph of this report to determine the examination procedures that are appropriate in the circumstances for the purpose of expressing our opinion on compliance and to test and report on internal control over compliance in accordance with the Audit Guide, issued by the Illinois Office of the Auditor General, but not for the purpose of expressing an opinion on the effectiveness of the Illinois State Universities Civil Service System's internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of the Illinois State Universities Civil Service System's internal control over compliance.

A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with the requirements listed in the first paragraph of this report on a timely basis. A material weakness in internal control over compliance is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a requirement listed in the first paragraph of this report will not be prevented, or detected and corrected, on a timely basis. A significant deficiency in internal control over compliance is a deficiency, or a combination of deficiencies, in internal control over compliance that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

As required by the Audit Guide, immaterial findings excluded from this report have been reported in a separate letter.

### Supplementary Information for State Compliance Purposes

Our examination was conducted for the purpose of forming an opinion on compliance with the requirements listed in the first paragraph of this report. The accompanying supplementary information for the years ended June 30, 2013 and June 30, 2012 in Schedules 1 through 8 and the Analysis of Operations Section is presented for purposes of additional analysis. We have applied certain limited procedures as prescribed by the Audit Guide as adopted by the Auditor General to the June 30, 2013 and June 30, 2012 accompanying supplementary information in Schedules 1 through 8. However, we do not express an opinion on the accompanying supplementary information.

We have not applied procedures to the June 30, 2011 accompanying supplementary information in Schedules 3 through 7 and in the Analysis of Operations Section, and accordingly, we do not express an opinion or provide any assurance on it.

This report is intended solely for the information and use of the Auditor General, the General Assembly, the Legislative Audit Commission, the Governor, agency management, and the University Civil Service Merit Board and is not intended to be and should not be used by anyone other than these specified parties.

Z. Bullard

BRUCE L. BULLARD, CPA

Director of Financial and Compliance Audits

Springfield, Illinois

November 20, 2013

### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE SYSTEM COMPLIANCE EXAMINATION

For the Two Years Ended June 30, 2013

### SUPPLEMENTARY INFORMATION FOR STATE COMPLIANCE PURPOSES

### **SUMMARY**

Supplementary Information for State Compliance Purposes presented in this section of the report includes the following:

• Fiscal Schedules and Analysis:

Schedule of Appropriations, Expenditures and Lapsed Balances
Comparative Schedule of Net Appropriations, Expenditures
and Lapsed Balances
Schedule of Changes in State Property
Comparative Schedule of Cash Receipts and Reconciliation of Cash
Receipts to Deposits Remitted to the State Comptroller
Analysis of Significant Variations in Expenditures
Analysis of Significant Variations in Receipts
Analysis of Significant Lapse Period Spending

Analysis of Operations (Not Examined):

Agency Functions and Planning Program (Not Examined) Average Number of Employees (Not Examined) Service Efforts and Accomplishments (Not Examined)

The accountant's report that covers the Supplementary Information for State Compliance Purposes presented in the Compliance Report Section states the accountants have applied certain limited procedures as prescribed by the Audit Guide as adopted by the Auditor General to the June 30, 2013 and June 30, 2012 in Schedules 1 through 8. However, the accountants do not express an opinion on the supplementary information. The accountant's report also states that they have not applied procedures to the Analysis of Operations Section, and accordingly, they do not express an opinion or provide any assurance on it.

### STATE OF ILLINOIS

## STATE UNIVERSITIES CIVIL SERVICE SYSTEM

# SCHEDULE OF APPROPRIATIONS, EXPENDITURES AND LAPSED BALANCES

For the Fiscal Year Ended June 30, 2013

Fourteen Months Ended August 31, 2013

					Laps	Lapse Period Expenditures				
	App	Appropriations	Ex	Expenditures	Jul	July 1 to		Total	В	Balances
P.A. 97-0729	(Net A	(Net After Transfers)	Thro	Through June 30	Aug	August 31	田	Expenditures		Lapsed
General Revenue Fund - 001										
Personal Services	<del>∽</del>	932,400	<b>↔</b>	821,395	↔	1	<del>\$</del>	821,395	↔	111,005
∞ State Contributions to Social Security		13,100		11,544		ı		11,544		1,556
Contractual Services		201,000		195,167		5,503		200,670		330
Travel		9,000		6,798		380		7,178		1,822
Commodities		6,000		3,456		1,091		4,547		1,453
Printing		3,500		3,470		1		3,470		30
Equipment		13,000		7,549		5,159		12,708		292
Telecommunications		25,000		21,426		1,931		23,357		1,643
Operation of Automotive Equipment		2,000		1,745		163		1,908		92
Total Fiscal Year 2013	<del>∽</del>	1,205,000	↔	1,072,550	↔	14,227	<del>\$</del>	1,086,777	↔	118,223

Comptroller. Expenditure amounts are vouchers approved for payment by the System and submitted to the State Comptroller for payment to the Note: Appropriations, expenditures, and lapsed balances were obtained from System records and have been reconciled to records of the State vendor.

### STATE OF ILLINOIS

## STATE UNIVERSITIES CIVIL SERVICE SYSTEM

# SCHEDULE OF APPROPRIATIONS, EXPENDITURES AND LAPSED BALANCES

For the Fiscal Year Ended June 30, 2012

Eighteen Months Ended December 31, 2012

					Lapse Period Expenditures				
	Ap	Appropriations	Expenditures	ures	July 1 to		Total	B	Balances
P.A. 97-0069	(Net A	(Net After Transfers)	Through June 30	ine 30	December 31		Expenditures		Lapsed
General Revenue Fund - 001									
Personal Services	↔	932,400	8	884,275	\$ 31,534	↔	915,809	↔	16,591
State Contributions to Social Security		13,100		10,827	ı		10,827		2,273
Contractual Services		200,000		193,943	4,878		198,821		1,179
Travel		6,800		8,724	I		8,724		1,076
Commodities		6,000		4,666	38		4,704		1,296
Printing		5,200		2,250	2,734		4,984		216
Equipment		10,500		1,185	4,424		5,609		4,891
Telecommunications		25,000		21,786	1,930		23,716		1,284
Operation of Automotive Equipment		3,000		2,380	219		2,599		401
Total Fiscal Year 2012	\$	1,205,000	\$ 1,1	1,130,036	\$ 45,757	\$	1,175,793	8	29,207

Comptroller. Expenditure amounts are vouchers approved for payment by the Commission and submitted to the State Comptroller for payment to the Note: Appropriations, expenditures, and lapsed balances were obtained from System records and have been reconciled to records of the State vendor.

### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE SYSTEM

### COMPARATIVE SCHEDULE OF NET APPROPRIATIONS, EXPENDITURES AND LAPSED BALANCES

For the Fiscal Years Ended June 30, 2013, 2012, and 2011

		Fiscal Year	
	2013	2012	2011
General Revenue Fund - 001	P.A. 97-0729	P.A. 97-0069	P.A. 96-0956
Appropriations (Net After Transfers)	\$ 1,205,000	\$ 1,205,000	\$ 1,276,200
Expenditures			
Personal Services	821,395	915,809	-
State Contributions to Social Security	11,544	10,827	-
Contractual Services	200,670	198,821	-
Travel	7,178	8,724	-
Commodities	4,547	4,704	-
Printing	3,470	4,984	-
Equipment	12,708	5,609	-
Telecommunications	23,357	23,716	-
Operation of Automotive Equipment	1,908	2,599	-
Operational Expenses			1,134,574
Total Expenditures	1,086,777	1,175,793	1,134,574
Lapsed Balances	\$ 118,223	\$ 29,207	\$ 141,626

Note: The Fiscal Year 2011 expenditures and lapsed balances do not reflect interest payments approved and submitted after August.

### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE SYSTEM SCHEDULE OF CHANGES IN STATE PROPERTY

For the Two Years Ended June 30, 2013

	 Fisca	l Year	
	 2013		2012
Balance at July 1,	\$ 241,698	\$	239,885
Additions	11,299		1,849
Deletions	-		(36)
Net Transfers	 		
Balance at June 30,	\$ 252,997	\$	241,698

Note: This schedule was prepared from the Agency Report of State Property Quarterly Reports and reconciled to the System's records.

### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE COMMISSION

### COMPARATIVE SCHEDULE OF CASH RECEIPTS AND RECONCILIATION OF CASH RECEIPTS TO DEPOSITS REMITTED TO THE STATE COMPTROLLER

For the Fiscal Year Ended June 30,

		Fiscal Year	ar	
	2013	2012	2011	
<b>General Revenue Fund - 001</b>				
Restitution	\$ 1,350	\$ -	\$ -	
Total Receipts per System Records	1,350			
Add: Deposits in Transit, Beginning of Year Less: Deposits in Transit, End of Year	<u>-</u>	- 	- 	
Deposits Recorded by the Comptroller	\$ 1,350	\$ -	\$ -	

### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE SYSTEM ANALYSIS OF SIGNIFICANT VARIATIONS IN EXPENDITURES

For the Two Years Ended June 30, 2013

### ANALYSIS OF SIGNIFICANT VARIATIONS IN EXPENDITURES BETWEEN FISCAL YEARS 2012 AND 2011

### **General Revenue Fund - 001**

For Fiscal Year 2012, the State Universities Civil Service System received individual appropriations designated for specific purposes rather than a lump sum appropriation for operational expenses. For Fiscal Year 2011, the State Universities Civil Service System received a lump sum appropriation for all General Revenue Fund expenditures.

### ANALYSIS OF SIGNIFICANT VARIATIONS IN EXPENDITURES BETWEEN FISCAL YEARS 2013 AND 2012

### **General Revenue Fund - 001**

### Equipment

The increase in Fiscal Year 2013 equipment expenditures was due to the State Universities Civil Service System purchasing a desk and credenza for an employee. A similar one-time purchase was not made in Fiscal Year 2012.

### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE SYSTEM ANALYSIS OF SIGNIFICANT VARIATIONS IN RECEIPTS

For the Two Years Ended June 30, 2013

### ANALYSIS OF SIGNIFICANT VARIATIONS IN RECEIPTS BETWEEN FISCAL YEARS 2012 and 2011

There were no significant variations in receipts between Fiscal Years 2012 and 2011.

### ANALYSIS OF SIGNIFICANT VARIATIONS IN RECEIPTS BETWEEN FISCAL YEARS 2013 and 2012

### **General Revenue Fund – 001**

### Restitution

The increase in restitution receipts was due to the State Universities Civil Service System receiving funds for the settlement of a restitution case in Fiscal Year 2013.

### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE SYSTEM ANALYSIS OF SIGNIFICANT LAPSE PERIOD SPENDING

For the Two Years Ended June 30, 2013

### **FISCAL YEAR 2012**

### **General Revenue Fund – 001**

### **Equipment**

The State Universities Civil Service System (System) paid for two laptops, hard drives to expand the server, and external hard drives for laserfische backup ordered prior to June 30, 2012.

### **FISCAL YEAR 2013**

### **General Revenue Fund – 001**

### **Equipment**

The State Universities Civil Service System (System) paid \$5,159 for a desk and credenza ordered prior to June 30, 2013.

### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE SYSTEM AGENCY FUNCTIONS AND PLANNING PROGRAM

For the Two Years Ended June 30, 2013 (Not Examined)

### **Agency Functions**

The State Universities Civil Service System (SUCSS) was created by the State Universities Civil Service Act (110 ILCS 70/36b et seq.) and became operative on January 1, 1952. The SUCSS has a statutory obligation to establish a sound program of personnel administration at State supported institutions of higher education and at certain allied agencies. To fulfill this obligation, the SUCSS provides the essential function of administering, developing and maintaining the basic rules and procedures related to the employment of professional (non-academic), technical and support staff at each major Illinois public higher education university and affiliated agency.

Among its many responsibilities, the SUCSS provides direct guidance and support services to universities/agencies in such areas as employment, examinations, classification plan management, salary administration, compliance audit reviews, disciplinary procedures and other business operations related to the management of support staff personnel.

The SUCSS audit team conducts a human resource operational audit at each university and higher education agency once every two years. This involves a comprehensive review of internal practices, including both document review and discussions with staff regarding a broad range of human resource-related practices.

The governing body of the SUCSS is the University Civil Service Merit Board (Board). The Board is composed of 11 members representing the public universities of the State of Illinois. Members of the Board are elected by their respective university governing boards.

The SUCSS office is located at 1717 Philo Road, Suite 24, Urbana, Illinois and serves the following public universities and agencies with respect to the employment relationship with their professional (non-academic), technical and support staff:

Chicago State University
Governors State University
Illinois Community College Board
Illinois Student Assistance Commission
Northern Illinois University
Southern Illinois University at Edwardsville
State Universities Civil Service System
University of Illinois at Chicago
University of Illinois at Urbana-Champaign

Eastern Illinois University
Illinois Board of Higher Education
Illinois State University
Northeastern Illinois University
Southern Illinois University at Carbondale
Southern Illinois University School of Medicine
State Universities Retirement System
University of Illinois at Springfield
Western Illinois University

### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE SYSTEM AGENCY FUNCTIONS AND PLANNING PROGRAM

For the Two Years Ended June 30, 2013 (Not Examined)

### Planning Program

The SUCSS develops an action plan each year that is a compilation of agency goals, objectives and/or initiatives. The action plans are presented each year in the SUCSS Annual Report. The action plans developed during the period concentrate on several new initiatives focusing on customer service, communications, business process upgrade, and overall modernization of the SUCSS in general.

Other goals listed in the action plans are as follows:

- Revise classification plans to eliminate redundancy and duplication in classification designations, upgrade associated employment protocols, and develop new testing/resume review processes;
- 2. The electronic web-based applicant testing system will continue to add a significant number of examinations. The testing system is available for use at all university/agency locations, streamlining testing operations and creating a customer friendly testing interface;
- 3. Develop a project plan to coordinate the routine submission of raw data from an interface with each university/agency human resource information system to be utilized in creating standardized system wide reports;
- 4. Update the SUCSS web site to include electronic forms and other electronic communication options;
- 5. Continue to review and suggest changes to the Administrative Rules and procedures, potentially developing a legislative strategy for improvement and upgrade;
- 6. Continue to evaluate staffing and facility requirements;
- 7. Utilize a document scanning system to create electronic files of many standard forms and historical business documents; and
- 8. Expand the membership of the advisory committees to obtain an even larger cross section of the overall employee constituency.

### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE SYSTEM AVERAGE NUMBER OF EMPLOYEES

### For the Two Years Ended June 30, 2013

(Not Examined)

The following table, prepared from System records, presents the average number of employees by function for the Fiscal Years ended June 30,

<u>Division</u>	2013	2012	2011
Administrative Division	3	4	4
Operations Division	4	4	4
Legal Services Division	1	1	1
Audit Division	2	2	2
IT Division	2	2	2
Total Average Employees	12	13	13

### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE SYSTEM SERVICE EFFORTS AND ACCOMPLISHMENTS

For the Fiscal Years Ended June 30, (Not Examined)

		Fiscal Year	
	2013	2012	2011
Examinations			
New/revised/pending examinations	161	147	-
Examinations given at the institutions	31,288	33,125	25,545
Examinations reviewed for applicants per request	136	180	119
Classifications			
Total class specifications	1,074	1,085	1,136
New/revised/pending class specifications developed	125	83	94
Reinstated class specifications	-	-	_
Deleted class specifications	5	22	3
Training programs approved	56	24	48
Pay ranges/rates approved	2,205	2,559	1,773
Discharge Cases			
Written charges for discharge served on employees	59	58	69
Employees who requested a hearing	17	10	18
Cases withdrawn by employer before hearing	2	-	2
Cases withdrawn by employer during/after hearing	-	-	_
Cases withdrawn by employees before hearing	-	-	1
Cases withdrawn by employees during/after hearing	3	-	1
Employees who resigned before hearing was held	1	3	1
Employees who resigned during/after hearing held and			
before Merit Board decision	1	2	1
Settlement before/during/after hearing	4	2	2
Employees discharged by Merit Board	3	1	7
Employees reinstated by Merit Board	1	-	1
Employees reinstated by Merit Board with 60-day suspension	1	2	2
Charges Dismissed by Merit Board	1	-	-
Demotion Cases			
Notice of demotions served on employees	-	-	1

### STATE OF ILLINOIS STATE UNIVERSITIES CIVIL SERVICE SYSTEM SERVICE EFFORTS AND ACCOMPLISHMENTS

For the Fiscal Years Ended June 30, (Not Examined)

		Fiscal Year	
	2013	2012	2011
<u>Audits</u>	_		
On site audits	11	10	12
Position descriptions reviewed	1,154	785	1,232
On-site desk audits conducted	109	98	178
Verification of pay of employees performed	10,951	9,707	16,305
Pay ranges/rates reviewed	1,790	1,740	2,300
Applicant credentials reviewed	421	253	449
Registers reconstructed	323	175	340
Nonstatus appointments reviewed	40,802	19,652	49,862
Active principal administrative appointments reviewed	7,093	7,854	15,303
Principal administrative appointment interviews conducted	147	125	172
Temporary upgrade/downgrade assignments in days	26,916	26,916	27,773