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Management Audit of the Department of State Police's Administration of the Firearm Owner's Identification Card Act Audit Follow-Up

In April 2012, the Office of the Auditor General released a management audit of the Department of State Police's Administration of the Firearm Owner's Identification Card Act. The audit contained 12 recommendations. As part of the compliance examination of the Illinois State Police (Department) for the period ended June 30, 2022, predecessor auditors followed up on the status of the recommendations made in the April 2012 report and reported that 11 recommendations were fully implemented and 1 recommendation was partially implemented. As part of the compliance examination of the Department for the period ending June 30, 2024, auditors followed up on the status of the partially implemented recommendation reported in the June 30, 2022 report. The current status of the recommendations is shown in the table below. All recommendations have been fully implemented.

STATUS OF PERFORMANCE AUDIT RECOMMENDATIONS

As of June 30, 2024

Table with 5 columns: Rec. No., Recommendation Description, Agency, Current Status (Implemented, Partially Implemented, Not Implemented). 12 rows of recommendations, all marked as Implemented.

Source: Summary of OAG follow-up.

Recommendation 6: Customer Service

The Department of State Police should work with its vendor to ensure that FOID cards are forwarded to the correct mailing address; and ensure that it has enough Customer Service Representatives to answer the questions of FOID card applicants.

Current Status: Implemented

During the prior examination, the recommendation on working with its vendor to ensure Firearm Owner's Identification (FOID) cards are forwarded to the correct mailing address was not followed up due to changing statutory requirements. In the recommendation to ensure enough Customer Service Representatives handle calls regarding FOID card program, it was noted that VoIP Call Center Solution was developed and implemented, which expanded the customer service

capabilities of the Department. Additionally, satellite offices were established in four district headquarters that were staffed with full-time employees.

During the current examination, the Department worked with its vendor to allow applicants to input their address during the application process without validation of the address on file from the Secretary of State. This ensures the current mailing address is being used in mailing FOID cards. Furthermore, the customer service capabilities of the Department were expanded with additional staffing. As such, there were a total of five full-time employees working in satellite offices in four district headquarters as of June 30, 2024.

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*Follow-up was conducted as part of the Fiscal Year 2023 and 2024 State compliance examination by our special assistant auditors, Adelfia, LLC. This was the seventh time follow-up has been done on the recommendations from the April 2012 performance audit.*