



September 26, 2024

William J. Richardson III
Deputy Inspector General
Office of Inspector General
Corporation for Public Broadcasting

Dear Deputy Inspector General Richardson -

I want to personally thank you for bringing to our attention the deficiencies identified in our accounting services provided to WTVP-TV. We take such matters very seriously and appreciate your diligence in highlighting these areas for improvement.

NETA can only rely upon its clients' management's attestation that all supporting documentation is complete and accurate, which as you acknowledge in your findings, means that NETA can also be misled. The extreme case of WTVP-TV, including the former Director of Finance maintaining separate books and separate check writing, could not have been anticipated. We now include it as a case study in what to be prepared for, even if unlikely.

We recognize that, in certain limited instances outlined in your report, we did not meet the high standards of service to which we hold ourselves accountable, particularly regarding requesting supporting data, maintaining clear communication with our clients, and other concerns you have raised. While we always strive to deliver excellent service, we acknowledge that occasional errors can occur, and it is important to address them promptly.

To that end, we are taking immediate action to prevent these issues from recurring. This includes implementing additional checks and balances across our processes: 1) hiring new personnel to strengthen our team, including myself as the new Director of the NETA Business Center; 2) expanding training to ensure adherence to our policies and procedures; and 3) deploying new financial software to improve both accuracy and efficiency. We are confident that these measures will help us uphold the high standards of service we aim to provide for all our clients, and public media writ large.

Once again, I appreciate your feedback and assure you that we are fully committed to correcting the situation and delivering the level of service our clients expect and deserve.

Sincerely,



NETA Business Center