

Department of Education
Office of the Inspector General – Internal Audit
Six-Month Status Report on: Best Buddies International, Inc.
Report #A-2021DOE-029 Issued: April 21, 2022
Status as of: November 30, 2022

Finding	Recommendation(s)	Previous Management Responses	Management Response as of November 30, 2022	Anticipated Completion Date & Contact
<p>DVR did not inspect and approve all invoices within statutory timelines. Best Buddies did not include required supporting documentation for all invoices for completed benchmarks, and DVR approved those invoices without proper supporting documentation.</p>	<p>We recommend DVR streamline its invoice gathering, inspection, and approval procedures to ensure timely supervisory approval of invoices for payment. We further recommend that DVR reject invoices submitted for benchmark payment if all required supporting documentation is not included in the invoice submission.</p>	<p>Management Response as of April 21, 2022</p> <p>Concur. DVR concurs that all invoices were not approved within statutory timelines. DVR agrees that procedures need to be strengthened. DVR will streamline its invoice gathering, inspection, and approval procedures to ensure timely supervisory approval of invoices for payment.</p>	<p>DVR has created an Invoicing Unit to ensure invoices are processed in a timely manner in accordance with statutory timelines as communicated in the Trending Tuesdays Newsletter dated 8/31/2021 (attached) and the Employment Services Manual Fiscal Procedures page 13. The Manual can be found at Employment Services Providers - Florida VR (rehabworks.org)</p> <p>This Unit will consist of one (1) Team Lead and seven (7) Fiscal Assistants - OPS. The Unit Team Lead position has been filled and DVR is currently in the process of interviewing and hiring for the Fiscal Assistant positions.</p> <p>The Unit’s responsibilities will include continuing the process of streamlining DVRs invoice gathering, inspection, and approval procedures to ensure timely supervisory approval of invoices for payment.</p>	<p><i>**Anticipated date of completion (full operations of the Invoice Processing Unit). January 31, 2023.</i></p> <p>Paige Proenza Provider Manager (850) 245-3343</p> <p>Antionette Williams Chief Bureau Field Services (850) 245-3479</p> <p>**Monica L Moye Chief Bureau of Vendor and Contracted Services (850) 245-7004</p>

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<p>Internal controls could be strengthened to ensure policies, procedures, and other provider related guidance are consistently and effectively communicated to providers.</p>	<p>We recommend DVR streamline its notification process to ensure up-to-date policies, procedures, and other provider related guidance are consistently and effectively communicated to providers and remain available on the DVR web site for future reference.</p>	<p>Management Response as of April 21, 2022</p> <p>Concur. DVR concurs that internal controls can be strengthened to ensure that payments for completed benchmark align with established payment rates. In addition, DVR’s Employment Services Manual is being incorporated into the Vendor Qualifications Manual. Providers will be instructed to refer to the Vendor Qualifications Manual and the Programmatic Operations Resource Guide (PORG) documents. Providers will be required to sign a Provider Acknowledgement Form attesting they will abide by the Vendor Qualifications Manual.</p>	<p>On March 24, 2022, DVR disseminated emails to Providers as notification of the requirement to complete, sign, and submit a updated Provider Acknowledgement Form by April 23, 2022. DVR’s process was updated to ensure that Providers are aware of all service delivery and/or rate changes, and ensure understanding and acknowledgement of requirement in accordance with the Vendor Qualifications Manual and Programmatic Operations Resource Guide (PORG) documents. The Vendor Qualifications Manual may be located at Vendor Qualifications Manual (rehabworks.org) and the Programmatic Operations Resource Guide (PORG) may be located at Provider Forms and Other Resources - Florida VR (rehabworks.org)</p> <p>DVR will continue improvement efforts targeting the review and strengthening of internal controls, policy and procedures and communications through monthly meetings that include DVR’s Deputy</p>	<p>Completed.</p> <p>Paige Proenza Provider Manager (850) 245-3343</p> <p>Derrinita Walker Communication and Public Affairs Director (850) 245-3335</p> <p>Antionette Williams Chief Bureau Field Services (850) 245-3479</p> <p>Monica L Moye Chief Bureau of Vendor and Contracted Services (850) 245-7004</p>

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			<p>Director, Bureau Chief of Vendor and Contracted Services, Bureau Chief of Field Services, and the Communications and Public Affairs Director.</p> <p>***(A sample of a completed Provider Acknowledgement Form is attached)</p>	
<p>Best Buddies did not include required supporting documentation for all invoices for completed benchmarks, and DVR approved those invoices without proper supporting documentation.</p>	<p>We recommend Best Buddies enhance its internal procedures to ensure all required supporting documentation is maintained and provided to DVR with the submitted invoices.</p>	<p>Management Response as of April 21, 2022</p> <p>Concur. Best Buddies staff will ensure that all required supporting documentation is properly maintained and provided prior to submission of an invoice to DVR. The Jobs Supervisor has put measures in place to ensure all documents are provided with the Notice of Approval (NOA) prior</p>	<p>Best Buddies will continue to put measures in place to ensure that proper supporting documentation is provided to DVR with submitted invoices. The Jobs Program Supervisor will continue to review DVR documentation guidelines with staff. Supervisor will also check in with staff and periodically review documentation before submission of invoices to ensure staff is using the correct links to access forms provided by DVR.</p>	<p>Completion Date: 11/30/2022</p> <p>Contact: Ana De Nobrega</p>

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		to submission of invoices.		