

**Department of Education**  
**Office of the Inspector General – Internal Audit**  
**Eighteen Month Status Report on: Best Buddies International, Inc.**  
**Report #A-2021DOE-029 Issued: April 21, 2022**  
**Status as of: February 5, 2024**

Finding	Recommendation(s)	Previous Management Responses	Management Response as of February 5, 2024	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><b>Management Response as of April 21, 2022</b></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><b>Management Response as of November 30, 2022</b></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</p>	<p>DVR continues to enhance efficiency and timely processing of service invoices, in accordance with 215.422(1), F.S. Prompt Pay Law. The Centralized Invoice Processing Unit (IPU) is in full operation. IPU has a Team Lead and DVR has interviewed and filled six (6) of the seven (7) Fiscal Assistant positions for the unit. IPU’s responsibilities include continuing to streamline DVR’s procedures for gathering, inspecting, and approving invoices to ensure timely supervisory approval for payment; and will reject invoices if all required</p>	<p>Ongoing.</p> <p>Diocelina Sandoval-Morales, IPU Lead (850) 245-7008 Monica Edwards, Contract Administration &amp; Management Director (850) 245-3344 Michael Newsome, Bureau of Vendor and Contracted Services Chief (850) 245-3486 Victoria Gaitanis, DVR Interim Director (850) 245-3338 Terry Hoffman, Bureau of Compliance and Quality Assurance Chief (850) 245-3290</p>

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		<p>Newsletter dated 8/31/2021 (attached) and the Employment Services Manual Fiscal Procedures page 13. The Manual can be found at <a href="http://Employment Services Providers - Florida VR (rehabworks.org)">Employment Services Providers - Florida VR (rehabworks.org)</a></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</p>	<p>supporting documentation is not included when submitted for benchmark payment.</p>	

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		<p>supervisory approval of invoices for payment.</p> <p><i>Anticipated Completion Date &amp; Contact</i></p> <p>**Anticipated date of completion (full operations of the Invoice Processing Unit). January 31, 2023. Paige Proenza Provider Manager (850) 245-3343 Antionette Williams Chief Bureau Field Services (850) 245-3479 **Monica L Moyer Chief Bureau of Vendor and Contracted Services (850) 245-7004</p> <p><b>Management Response as of June 22, 2023</b></p> <p>Effective <b>November 1, 2022</b>, DVR established the</p>		

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		<p>Centralized Invoice Processing Unit to enhance efficiency, and timely processing of service invoices, in accordance with 215.422(1), F.S. Prompt Pay Law. And is working to finalize procedural improvements help improve authorization and invoice tracking, review and approval to better streamlining DVR’s service invoices, gathering supporting documentation, inspection and rejection of erroneous billing, and final authorization and approval. Updates to this process are expected to be completed by December 2023.</p> <p><i>Anticipated Completion Date &amp; Contact</i></p> <p>In progress.</p>		

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		Victoria Gaitanis Deputy Director DVR and Terry Hoffman, Bureau Chief, Compliance and Quality Assurance		