

**Department of Education**  
**Office of Inspector General – Internal Audit**  
**Six-Month Status Report on: Interpreter Services Program**  
**Report # A-1920DOE-007 Issued: April 8, 2020**  
**Status as of October 8, 2020**

<b>Finding</b>	<b>Recommendation(s)</b>	<b>Management Response as of April 8, 2020</b>	<b>Management Response as of October 8, 2020</b>	<b>Anticipated Completion Date &amp; Contact</b>
<p>Sign Language Interpreter Agencies did not submit their Semi-Annual Employee/Contractor reports in the timeframe required by the application.</p>	<p>We recommend DVR monitor contract submissions by agencies to ensure reports are submitted in accordance with guidelines established in the Interpreter Application. We additionally recommend DVR ensure the interpreters identified on the Employee/Contractor Reports have been appropriately added to RIMS.</p>	<p>Concur. VR is currently conducting a full internal audit of all registered interpreters. Interpreters with expired credentials are being removed until updated credentials have been received. A tracker has been developed to monitor credentials and a process is being developed to ensure on-going monitoring is being completed.</p>	<p>VR has completed the internal audit. All interpreters with expired credentials have been removed. We have instituted use of a tracker to verify semi-annual reports are received on time. Once each semi-annual report is received, we complete a cross-match to verify information in RIMS is accurate.</p>	<p>Complete. Jennifer Powell</p>
<p>DVR paid for invoices which included services provided by an unqualified interpreter and paid for invoices which did not identify the interpreter providing services.</p>	<p>We recommend DVR ensure all invoices include the interpreter's name and verify that the interpreter is certified to provide services prior to payment of the invoices in accordance with the DVR Sign Language Interpreter Services Application.</p>	<p>Concur. Interpreters no longer certified are being removed from Group Interpreters. This will eliminate authorizations being created for unqualified interpreters. A tracker has been created to monitor Interpreter credentials and a process is being created for on-going monitoring. Additional guidance will be sent</p>	<p>VR has now removed all non-certified interpreters. We are now comparing semi-annual reports are to RIMS to verify information in RIMS is accurate. BVCS sent guidance out to the field on August 8, 2020 advising that interpreters'</p>	<p>Complete. Jennifer Powell</p>

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		out to field staff advising the interpreter name needs to be included on all authorizations/invoices.	name need to be listed on all authorizations.	