

**Department of Education
Office of Inspector General – Internal Audit
Six-Month Status Report on: New Haven Development Center
Report # A-1516-028 Issued: November 8, 2017
Status as of May 8, 2018**

Finding	Recommendation(s)	Management Response as of November 8, 2017	Management Response as of May 8, 2018	Anticipated Completion Date & Contact
DVR did not conduct required quarterly monitoring.	We recommend DVR conduct quarterly and annual monitoring of the New Haven contract based on the risk evaluation. In addition, we recommend DVR promptly provide the results and the recommendations of the monitoring to New Haven and ensure corrective action has been initiated on noted deficiencies.	Concur. VR is currently revamping monitoring processes for Employment Service Providers. Under the new processes, the Provider will be made aware of results and recommendations at the end of each data analysis review. Monitoring schedules will continue to be driven by risk assessment.	Due to competing priorities, VR has not yet completed all changes to the Employment Services Provider monitoring process. We are completing this project, along with annual risk assessments, now, with a target completion date of July 1, 2018.	July 1, 2018 Cathy McEachron 245-3274
New Haven did not submit monthly progress reports timely.	We recommend DVR ensure New Haven submits all MPRs prior to benchmark payments and consider financial penalties for late MPR submissions.	Concur. The Provider Manager will not approve any benchmark payment without all required MPRs. Late MPR submission will be reflected on the Provider's monitoring report(s). Chronic late submissions may lead to suspension or revocation of Provider status.	Provider Manager did not notice any MPR deficiencies since internal audit report.	Complete Maggie Munsey 245-3386
New Haven did not submit, and DVR did	We recommend DVR timely approve invoices within five	Concur. DVR will work to improve invoice processing time.	The Monitoring and Employment Contracting	Complete and Ongoing

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not approve, invoices timely.	working days of receipt to ensure prompt payment to the provider.		Unit continues to monitor invoice processing time.	Maggie Munsey 245-3386
New Haven submitted a quarterly report late and did not include all required documentation.	We recommend DVR ensure New Haven submits the quarterly reports in a timely manner and include all required documents. If New Haven does not submit complete reports, DVR should promptly contact the provider and document the lack of compliance.	Concur. DVR will make regular contact with the Provider when the quarterly report is due. Late quarterly report submission will be reflected on the Provider’s monitoring report(s). Chronic late submissions may lead to suspension or revocation of Provider status.	New Haven has submitted the last two (2) Quarterly Reports on time.	Complete and Ongoing Maggie Munsey 245-3386

Finding	Recommendation(s)	Management Response as of November 8, 2017	Management Response as of May 8, 2018	Anticipated Completion Date & Contact
New Haven did not make timely contact with customers.	We recommend New Haven begin regular contact with the customers within two weeks of referral acceptance in accordance with contract terms. If New Haven is unable to contact the customers, they should notify the VR counselor in writing to document contact attempts.	Concur. New Haven Development Center will begin to contact customer within two weeks of accepting the referrals.	New Haven Development Center has made the correction to contacting customers within two weeks after accepting the referrals.	January 15, 2018
New Haven did not submit monthly progress reports timely.	We recommend New Haven maintain monthly contact with customers and submit MPRs timely in accordance with contractual terms.	Concur. New Haven Development Center will begin to contact customers and maintain monthly progress notes in accordance with contractual terms.	New Haven Development Center has submitted monthly progress reports in a timely matter accordance with contractual terms.	January 15, 2018
New Haven did not submit, and DVR did not approve, invoices timely.	We recommend New Haven submit all invoices no later than 15 days after NOA approval in accordance with contract terms.	Concur. New Haven Development Center will comply with contract of submitting invoices in a timely matter. (15) days.	New Haven Development Center has been submitting invoices to DVR within 15 days of approval from counselors.	January 15, 2018
New Haven submitted a quarterly report late and did not include all required	We recommend New Haven complete the required employment recruitment activities and submit the quarterly reports	Concur. As per contract New Haven Development Center will submit quarterly	Quarterly reports and all required documents has been submitted in a timely matter per	January 15, 2018

documentation.	timely per the contract terms.	reports and all required documents within the time frame of the due dates.	contract terms.	
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