

Department of Education
Office of Inspector General – Internal Audit
Six-Month Status Report on: Independent Living Older Blind – Division of Blind Services
Report # A-1920-032 Issued: January 14, 2021
Status as of July 14, 2021

Finding	Recommendation(s)	Management Response as of January 14, 2021	Management Response as of July 14, 2021	Anticipated Completion Date & Contact
<p>Comprehensive Functional Assessments occurred after the client’s individualized plan was developed and signed.</p>	<p>We recommend the Division clarify requirements for the recording of CFAs through its program manual and its contracts to better direct CRP case managers completing the CFAs.</p> <p>We recommend DBS monitor the CRPs to ensure the needs assessments are completed prior to the plans.</p> <p>DBS may also consider conducting training and technical assistance following these adjustments to ensure services rendered to older blind clients are offered through consistent application of assessment tools.</p>	<p>Concur. The action items to be taken are as follows:</p> <p>1. Clarify requirements:</p> <ul style="list-style-type: none"> • Update program manual to match contract language. • Update AWARE Pages for CFA reporting consistency. <p>2. Contract Monitoring: The Contract Management and Compliance Team provides monthly reviews of client assessments and valid plans. However, beginning 1.1.2021, the team will begin to review and monitor the dates of completed assessments to ensure alignment with the Program Manual.</p> <p>3. Technical Assistance</p>	<p>1. Clarify requirements:</p> <ul style="list-style-type: none"> • Update program manual: Complete. Program manual language updated to match contract language. Update is pending final approval. • CFA reporting consistency in AWARE has been presented to IT for development. Awaiting completion and approval of changes. <p>2. Contract Monitoring:</p> <p>Program Manual is under final approval. The</p>	<p>October 1, 2021</p> <p>Bridget Giles</p>

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		<ul style="list-style-type: none"> • Draft memo clarifying requirements (to include updated manual language) and AWARE changes. • Set up training via TEAMS to review updates/requirements. 	<p>Contract Management and Compliance Team have been and will continue reviewing and verifying completed assessment dates. Upon completion and approval of the Program Manual, Contract Management and Compliance team will update their process to align with the provisions outlined.</p> <p>3. Technical Assistance:</p> <p>Pending. Awaiting final approval of updated manual language and completion of AWARE reporting update.</p>	

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<p>DBS could enhance the CRP Risk Assessment and subsequent monitoring.</p>	<p>We recommend in future monitoring, DBS finalize the monitoring reports and provide the reports and results to the CRPs.</p> <p>We recommend DBS modify the risk assessment to include a numerical score for previous monitoring (monitored in the last year, 3 years, etc.).</p> <p>We additionally recommend DBS clearly define the type of monitoring that should be conducted based on the risk category.</p> <p>DBS should also consider developing a monitoring tracking system that displays timing of its monitoring process to include scheduled visits, summarized results of</p>	<p>Concur. The action items to be taken are as follows:</p> <ol style="list-style-type: none"> 1. The Contract Monitoring and Compliance Team will finalize and send monitoring reports and results to CRP's for the 2020-2021 fiscal year. 2. The Contract Monitoring and Compliance Team updated the risk assessment to include a score for previous contract monitoring visits. 3. The Contract Monitoring and Compliance Team updated the risk assessment to include the type of monitoring (desk or on-site) that is recommended based upon risk score and previous corrective action plans. 	<ol style="list-style-type: none"> 1. The Contract Monitoring and Compliance Team will finalize and send monitoring reports and results to CRP's. 2. Complete 3. Complete 	<p>FY 2020-21 Amy Grissom</p>

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	visits, findings identified, and the dates corrective actions were implemented and completed.	4. The Contract Monitoring and Compliance Team created a tracking report for all desk and on-site monitoring visits.	Complete	