

Department of Education
Office of Inspector General – Internal Audit
Eighteen-Month Status Report on: ACES
Report # A-1819DOE-006 Issued: May 30, 2019
Status as of November 30, 2020

Finding	Recommendation(s)	Prior Management Responses	Management Response as of November 30, 2020	Anticipated Completion Date & Contact
<p>ACES did not make timely contact with customers.</p>	<p>We recommend ACES begin regular contact with the customers within two weeks of referral acceptance in accordance with contract terms and document the contact with the customers in the MPRs. If ACES is unable to contact the customers, they should notify the VRC in writing to document contact attempts.</p>	<p>Management Response as of May 23, 2019</p> <p>Management will meet with employment specialists regularly to inform them that contact has to be made two weeks prior to receiving a referral. Management will follow up to make sure that contact is made with clients when a referral is received in the REBA system. Management will notify the employment specialist if they are having a hard time reaching the client to email the VR counselor and copy management on the email.</p> <p>Management Response as of November 30, 2019</p> <p>Aces ES specialists have made the effort to reach out to VR</p>	<p>Per ACES Email Correspondence Dated December 4, 2020:</p> <p>“I have reviewed the compliance report and as the new Executive Director at ACES, it is my duty to get us on better standards, however due COVID 19 being a Force Majeure; liability and obligation could not be met.</p> <p>We have been dealing with extraordinary circumstance beyond our control; preventing us from complying with the terms of our registration and service requirement. The state lockdown has put a halt in our everyday operation,</p>	<p>Unknown Naika Cook</p>

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		<p>customers within two receiving the referral and if we unable to reach to customers, we follow up with an email to DVR counselor asking for alternative means of contact to reach customer. If the VR counselor is unable to provide us with alternative contact phone number, Aces employment specialist also makes the effort by going to the client's home to try to make contact to schedule intake with the customers.</p> <p>Aces Implemented new policy of making sure we meet make contact with DVR customers within 2 weeks since June 1, 2019</p> <p>Management Response as of May 30, 2020 Management has meet with employment specialists regularly via, phone, and email and in person to discuss making contact with DVR client two weeks prior to receiving a new referral.</p>	<p>creating a setback on any progress we started to make to increase our invoice submission rates, MPR's and Quarterly Staff Reports. Our organization is figuring out new ways to conduct "Business as Usual".</p> <p>As of this time we are simply requesting more time implement these changes.”</p>	
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		<p>Management has reach out DVR client to make sure that they were contact to schedule to intake meeting to discuss employment services. Employment Specialist has reach out DVR counselor if having a difficult time making contact with DVR client.</p> <p><i>Anticipated Completion Date & Contact</i> 5/4/2020</p>		
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