

**Department of Education  
Office of Inspector General – Internal Audit  
Six-Month Status Report on: DVR Dispute Resolution Process  
Report # A-1415-015 Issued: October 15, 2015  
Status as of April 4, 2016**

<b>Finding</b>	<b>Recommendation(s)</b>	<b>Management Response as of October 15, 2015</b>	<b>Management Response as of April 4, 2016</b>	<b>Anticipated Completion Date &amp; Contact</b>
DVR field staff did not respond timely to the ombudsman office	We recommend DVR timely acknowledge and provide resolution for assigned complaints in compliance with its internal procedures to ensure applicants and individuals are satisfied with dispute resolution outcomes, thereby reducing the likelihood of escalation to a higher administrative level.	<p>The DVR Area Directors will be copied on Ombudsman’s office assigned complaints to avoid delay when assigned staff are absent from the office and monitor compliance.</p> <p>A Technical Assistance e-mail will again be distributed to DVR counselors and supervisors regarding the time frame for responding to complaints.</p>	Complete	
DVR accepted administrative review requests after the mandated time frame.	We recommend DVR consistently apply and enforce policies and procedures regarding administrative review requests across the division in accordance with their policy and Florida Administrative Code.	Area Directors were provided procedural guidance by Deputy General Counsel regarding the policy and FAC.	Complete	

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DVR area directors did not timely issue decision letters.	We recommend DVR timely issue decision letters in compliance with their policy and Florida Administrative Code.	Area Directors were provided procedural guidance by Deputy General Counsel regarding the policy and FAC.	Complete	
Administrative hearing process needs improvement.	We recommend DVR collaborate with OGC to develop and document procedures for administrative hearing requests to ensure all requests are adequately addressed and documented, and all proceedings are conducted timely and in accordance with applicable regulations. The OGC should consider utilizing the ombudsman office’s database to capture the dates of each step in the administrative hearing process and to document the status of the	DVR will collaborate with OGC to establish written procedures for administrative hearing requests. Consideration will be given to OGC using the Ombudsman’s database for logging details of administrative hearings on the designated legal tab/page, which would permit tracking of all hearing requests. <i>Anticipated Completion Date: 11-30-15</i>	Partially complete. OGC met with Ombudsman and received training on Ombudsman’s database. OGC established written procedures for administrative hearing requests, including a checklist to be used for each hearing. OGC has implemented improvements to its internal tracking spreadsheet. Due to transition to new staff assistant, OGC has not yet begun to utilize	April 15, 2016 Brent McNeal OGC

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	requests. The information would then be available to both DVR and OGC for the purpose of tracking and providing the status of administrative hearing requests to the individuals.		Ombudsman database, but will begin doing so before April 15, 2016.	