

**Department of Education  
Office of Inspector General – Internal Audit  
Six-Month Status Report on: Creative Action, Inc.  
Report #A-2021DOE-021 Issued: June 22, 2021  
Status as of December 22, 2021**

<b>Finding</b>	<b>Recommendation(s)</b>	<b>Management Response as of June 22, 2021</b>	<b>Management Response as of December 22, 2021</b>	<b>Anticipated Completion Date &amp; Contact</b>
DVR did not inspect and approve invoices timely.	We recommend DVR streamline its invoice gathering, inspection, and approval procedures to ensure timely approval of invoices.	Concur. Moving forward, Career Camp services will be delivered to our customers via our fee-for-service model. Through this model, services are paid as they are delivered through our Provider Electronic Referral Management (PERM) system.	Beginning November 1, 2021, Career Camp services are now offered as Fee for Service benchmarks in VR’s Referral Management/PERM systems.	Completed  Maggie Munsey 850-895-1784
DVR should enhance its monitoring process.	We recommend DVR provide the monitoring results and recommendations for improvement to Creative Action, Inc. and ensure corrective action is implemented for noted	Concur. We have added Career Camp to our DVR Provider Monitoring Guidebook as part of integrating the services into our fee-for-service model. The Guidebook has also been updated to include additional procedures	Complete. Monitoring Guidebook was updated in June 2021 to include Career Camp.  All Career Camp contractors were monitored	Completed  Maggie Munsey 850-895-1784

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	deficiencies. We further recommend DVR utilize the DVR 2018 Provider Monitoring Guidebook or develop new procedures specific to monitoring practices for contracts.	for informing providers of monitoring results and tracking corrective action.	in 2021. Providers informed of monitoring results.	