

Department of Education
Office of the Inspector General – Internal Audit
Six-Month Status Report on: Center for Independent Living of North Florida - Ability 1st
Report # A-2324DOE-006 Issued: October 10, 2024
Status as of: April 18, 2025

Finding	Recommendation(s)	Previous Management Responses	Management Response as of April 18, 2025	Anticipated Completion Date & Contact
DVR did not conduct monitoring in accordance with the monitoring plan.	We recommend DVR conduct monitoring in accordance with the risk assessment and monitoring plan. After each monitoring event, we recommend DVR promptly provide the monitoring results and any recommendations for improvement to the CIL and ensure they complete corrective action on noted deficiencies.	<p>Management Response as of October 10, 2024</p> <p>Concur. In accordance with the contract, DVR will conduct an annual desktop monitoring in January 2025. The report will be finalized by March 2025 for any findings and recommendations, if applicable.</p>	DVR is currently conducting the annual desktop monitoring on the CIL. The monitoring report is expected to be completed by May 5, 2025.	<p>In Progress.</p> <p>Michka Guerrier, Bureau of Vendor and Contracted Services (BVCS) Contract Manager (850) 245-3495</p> <p>Diocelina Sandoval-Morales, BVCS Assistant Bureau Chief (850) 245-3412</p> <p>Monica Edwards, BVCS Chief (850) 245-3344</p> <p>Terry Hoffman, Bureau of Compliance and Quality Assurance Chief (850) 245-3290</p> <p>Kelly Rogers, DVR Director (850) 245-3338</p>

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Ability 1st should strengthen internal policies over performing and documenting consumer eligibility determinations and independent living plans within consumer service records.	We recommend DVR include a review of consumer service records in its monitoring efforts to ensure that consumers have been determined eligible appropriately and consumers agreed to the plan of services prior to service delivery.	<p>Management Response as of October 10, 2024</p> <p>Concur. Ability 1st will be migrating all technology systems to Q90 Center for Independent Living case management services. The migration will help ensure proper compliance and reporting. The migration will take place near the end of 2024. DVR will monitor the CIL in January 2025 and will ensure that consumer service records are reviewed. The anticipated completion date is March 2025.</p>	DVR is currently monitoring the CIL to ensure consumer service records are reviewed. A random sample of cases has been selected and is under review by the BVCS program manager. Once completed, the report will be finalized. The anticipated completion date for the monitoring is May 5, 2025.	<p>In Progress.</p> <p>Michka Guerrier, Bureau of Vendor and Contracted Services (BVCS) Contract Manager (850) 245-3495</p> <p>Diocelina Sandoval-Morales, BVCS Assistant Bureau Chief (850) 245-3412</p> <p>Monica Edwards, BVCS Chief (850) 245-3344</p> <p>Terry Hoffman, Bureau of Compliance and Quality Assurance Chief (850) 245-3290</p> <p>Kelly Rogers, DVR Director (850) 245-3338</p>

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Ability 1st should strengthen internal policies over performing and documenting consumer eligibility determinations and independent living plans within consumer service records.	We recommend the CIL establish and implement written internal policies to detail the steps and forms CIL staff should complete when conducting consumer assessments and eligibility determinations and establishing Independent Living Plans with the consumers.	Management Response as of October 10, 2024 Concur. The CIL of North Florida will establish and implement written internal policies to detail the steps and forms CIL staff should complete when conducting consumer assessments and eligibility determinations and establishing Independent Living Plans with the consumers. CIL has acquired CIL Suite software that will considerably help in this area. The anticipated completion date is January 30, 2025.	CIL completed data migration of CIL Suite Software in October 2024 and has spent the last six months migrating and cleaning data. We have made great progress in adapting our system and training our staff. Now that we are underway with integration, we are updating our processes based on DEO's suggestion and expert advice.	<i>In Progress</i>