

Department of Education
Office of Inspector General – Internal Audit
Eighteen-Month Status Report on: Florida Center for the Blind, Inc. (FCB)
Report #A-2223DOE-018 Issued: June 6, 2024
Status as of April 3, 2026

Finding	Recommendation(s)	Previous Management Response(s)	Management Response as of April 3, 2026	Anticipated Completion Date & Contact
<p>FCB did not meet all required contract deliverables</p>	<p>We recommend that DBS include a review of service deliverables in their monitoring activities to ensure compliance with the contract terms and its service deliverables and make appropriate adjustments to performance funding when service deliverables are not met. Finally, we encourage DBS and FCB to review the contract and consider making appropriate revisions to better align the contractual deliverables with the contractor’s business model.</p>	<p>Management Response as of June 6, 2024</p> <p>Concur. DBS agrees that FCB did not meet all required contract deliverables. As a result, DBS withheld funds from FCB and ultimately made the referral to the IG’s office.</p> <p>Service deliverables are reviewed monthly as well as with desk and onsite monitoring. Payments are withheld when deliverables are not met. DBS will continue this process.</p> <p>This model is statewide for all our contracted service providers. This process is reviewed annually. Major shifts of the business model could result in a shortage of available service providers. DBS has reviewed the contract and considered the</p>	<p>Since the last update, DBS has increased its staff capacity and identified that we have processes and procedures in place that will allow us to effectively monitor CRP contracts. As such, we have decided not to secure consulting services for this item. The Contract Manager Supervisor is updating files (monitoring tools and report templates) and is working on notifying CRPs that monitoring will resume this year.</p> <p>On-site monitoring will begin in May 2026.</p> <p>FCB is included in this year’s cycle of on-site monitoring. We anticipate on-site monitoring for FCB</p>	<p><i>In Progress</i></p> <p>Anticipated completion date: December 2026</p> <p>Contact: Mitchell Clark</p>

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		<p>recommendation for adjusting the business model. However, DBS does not anticipate any major shifts in the business model for contracts, effective 7/1/2024.</p> <p>This matter is considered to be completed.</p> <p>Management Response as of December 13, 2024</p> <p>This is in process with the anticipated completion date for monitoring as September 30, 2025.</p> <p><i>Anticipated Completion Date & Contact:</i> In Progress</p> <p>Management Response as of October 16, 2025</p>	<p>will be completed by December 2026.</p>	

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		<p>Effective July 1, 2025, DBS shifted from 1-year contracts to 3-year contracts.</p> <p>DBS will retain the business model of desk monitoring and onsite monitoring. The extent of onsite monitoring is contingent on staff capacity.</p> <p>Additionally, DBS has started the process of identifying/securing Consulting Services for Contract Management, Process Improvement and Contract Monitoring.</p> <p><i>Anticipated Completion Date & Contact:</i> Not Started/In Progress?</p> <p>The Division is in the exploratory phase of securing consulting services to assist with</p>		

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		Contract Management, Process Improvement and Contract Monitoring. Contact: Mitchell Clark		
FCB did not maintain proper fiscal oversight.	We recommend DBS include a review of expenditures as part of their monitoring efforts. Finally, we recommend that DBS maintain records to support a cost analysis, including the agency’s documented review of individual cost elements from the submitted budget for allowability, reasonableness, and necessity.	Management Response as of June 6, 2024 Concur. DBS agrees that FCB did not maintain proper fiscal oversight and we are appreciative that the IG’s office has identified this issue. DBS reviews expenditures as part of the cost analysis for CRPs by program. We agree that a review of expenditures should occur during the monitoring process and that the agency should maintain records to support cost analysis as recommend and to review whether the expenditures align with the proper deliverables for	Since the last update, DBS has increased its staff capacity and hired a Contract Manager Supervisor. Additionally, we have identified internal processes and procedures already in place that will allow us to effectively monitor CRP contracts. As such, we have decided not to secure consulting services. In addition to updating monitoring tools and report templates, the Contract Manager Supervisor is assessing processes to identify improvement opportunities.	<i>In Progress</i> Anticipated completion date: December 2026 Contact: Mitchell Clark

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		<p>the program. DBS will update it's desk and onsite monitoring protocols to incorporate the IG's recommendation.</p> <p>Note: Our contracts team is short staffed and does not have this level of expertise. DBS will require additional resources and training to provide this level of analysis. This may entail contracting with outside accounting or monitoring firms and/or the reallocation of FTEs for staff capable of providing this level of analysis of expenditures.</p> <p>DBS currently lacks full budget authority for contracting and has had difficulty recruiting new contracting staff.</p>	<p>On-site monitoring will begin in May 2026.</p> <p>FCB is included in this year's cycle of on-site monitoring. We anticipate on-site monitoring for FCB will be completed by December 2026.</p>	

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		<p>This matter has not been started. The anticipated completion date is December 31, 2024.</p> <p>Management Response as of December 13, 2024</p> <p>This is in process with the anticipated completion date of September 30, 2025.</p> <p><i>Anticipated Completion Date & Contact:</i> In Progress</p> <p>Management Response as of October 16, 2025</p> <p>DBS onboarded 3 additional contract managers in the first quarter of 2025 and our most seasoned contract manager retired about a month ago. The Division is seeking to hire for that position as well as the</p>		

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		<p>Contract Management Supervisor position.</p> <p>DBS recently received full budget authority for contracting effective July 1, 2025.</p> <p>This matter is still in progress. With approved budget authority, DBS is able to secure Consulting Services for Contract Management and Process Improvement.</p> <p><i>Anticipated Completion Date & Contact:</i> Not Started/In Progress</p> <p>Anticipated completion date: June 30, 2026</p> <p>Contact: Mitchell Clark</p>		