

Department of Education
Office of Inspector General – Internal Audit
Six-Month Status Report on: DBS Business Enterprise Program
Report # A-1415-011 Issued: May 14, 2015
Status as of November 10, 2015

| Finding | Recommendation(s) | Management Response as of May 14, 2015 | Management Response as of November 10, 2015 | Anticipated Completion Date & Contact |
|---|--|--|---|---|
| <p>DBS did not send accounts with outstanding balances to collections in a timely manner.</p> | <p>We recommend DBS develop and implement policies and procedures to govern the collections process, to include establishing timelines for sending delinquent letters, requiring the submission of delinquent accounts to the collection agency, and ensuring repayment plans and outstanding balances are accurately tracked. We also recommend DBS make collection efforts for those accounts that have not yet exceeded the statute of limitations.</p> | <p>DBS agrees with the recommendations to develop and implement policies and procedures to better govern the collections process. DBS will determine specific process steps and update appropriate BBE policies and procedures manuals, documents, forms, and collections tracking spreadsheets. The new process will be developed and communicated to all stakeholders before implementation. Renewed collection efforts will be made on delinquent accounts that have not exceeded the statute of limitations.</p> | <p>DBS has developed written policies and procedures to better govern the collections process and has communicated the process to all stakeholders.</p> <p>DBS has initiated collection efforts for those delinquent accounts not exceeding the statute of limitations.</p> <p>DBS will continue to monitor the collection of outstanding balances.</p> | <p>December 31, 2015</p> <p>Alan Risk, Compliance Officer or Bill Findley, Bureau Chief</p> |

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| <p>Performance Measures are not being met by the division</p> | <p>We recommend DBS refine its methodology for reporting on the measurement identified in the state plan in order to more accurately reflect numbers for each federal fiscal year. We also recommend DBS set a percentage goal for the number of licensed operators staying at their first facility for at least 12 months.</p> | <p>DBS agrees with the recommendation. DBS will refine its methodology and will establish criteria for a meaningful percentage goal that indicates new vendor success rates.</p> | <p>DBS has refined its methodology and established criteria for a meaningful percentage goal that indicates new vendor success, and will continue to measure this on a state fiscal year basis. DBS also recommended the same performance standard be incorporated as an LRPP measure in the FDOE LRPP published September 30, 2015: “Percentage of licensed vendors retained in their first facility for at least 12 months upon initial placement” with a percentage goal of 75%.</p> | <p>Completed September 2015</p> <p>Alan Risk, Compliance Officer</p> |