

**Department of Education**  
**Office of Inspector General – Internal Audit**  
**Twelve-Month Status Report on: Florida Alliance for Assistive Services and Technology, Inc. (FAAST)**  
**Report # A-1819DOE-007 Issued: June 7, 2019**  
**Status as of June 7, 2020**

Finding	Recommendation(s)	Management Response as of June 7, 2019	Management Response as of June 7, 2020	Anticipated Completion Date & Contact
<p>FAAST did not accurately report event data and failed to meet the Device Loans to Consumers deliverable for the two sampled quarters.</p>	<p>We recommend DVR clarify the contract language regarding device loans to consumers and enhance their procedures to ensure FAAST meets all deliverable requirements prior to final payment.</p>	<p>Concur. The DVR plans to revise this contract to ensure that it provides maximum benefit to the Division. The Division will draft desktop procedures to ensure FAAST meets all deliverable requirements prior to final payment.</p> <p><b>Management Response as of December 7, 2019</b>  DVR is actively in the planning phase to amend and modify the agreements with FAAST.</p> <p><b>Anticipated Completion Date &amp; Contact</b>  June 30, 2020 Monica Moyer 245-7004</p>	<p>DVR met with FAAST on January 27, 2020 to discuss contractual changes. Discussions also included the merging of the two contracts with FAAST.</p> <p>Merging the two contracts will be effective October 1, 2020.</p>	<p>October 1, 2020</p> <p>Monica L Moyer  (850) 245-7004</p>
<p>DVR did not conduct monitoring in accordance with the monitoring plan.</p>	<p>We recommend DVR conduct monitoring in accordance with the risk assessment and subsequent monitoring plan. In addition, we recommend DVR promptly provide the</p>	<p>Concur. The DVR will create and complete monitoring tools and procedures in accordance with the risk assessment and subsequent monitoring plan. Monitoring will be conducted. Results and recommendations</p>	<p>Due to most recent developments and concerns with the contractor, DVR delayed any further monitoring to not interfere with the ongoing</p>	<p>January 1, 2021</p> <p>Monica L Moyer  (850) 245-7004</p>

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	<p>monitoring results and recommendations for improvement to FAAST and ensure corrective action has been initiated on noted deficiencies.</p>	<p>will be provided to FAAST, and corrective actions on noted deficiencies will be tracked.  <b>Management Response as of December 7, 2019</b>                      DVR is currently conducting a desk monitoring of the GR and HHS funded agreements with FAAST.  <b>Anticipated Completion Date &amp; Contact</b>                      January 1, 2020                      Monica Moye                      245-7004</p>	<p>investigations or duplicate efforts.                       In addition, DVR will be developing a new monitoring frequencies in relations to the new contract development.</p>	
<p>FAAST did not accurately report event data and failed to meet the Device Loans to Consumers deliverable for the two sampled quarters.</p>	<p>We recommend FAAST streamline its data gathering and reporting procedures to ensure accuracy of reported deliverables and maintain adequate documentation to support performance. If FAAST makes adjustments subsequent to an approved invoice, they should provide</p>	<p>Concur. FAAST reports device loans in accordance with the standards established by the Agency for Community Living (ACL). FAAST will work collaboratively with DVR to revise contract language regarding device loans to ensure reporting procedures align</p>	<p>FAAST and DVR have begun collaborative work to establish new reporting standards for device loan deliverables that will meet ACL and DVR requirements. The new language will be incorporated into the upcoming contract renewal</p>	<p>6/30/2020                      Eric Reed                      Deputy Director</p>

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	an explanation and supporting documentation to DVR.	appropriately to contractual requirements. Management Response as of December 7, 2019 FAAST continues to report device loans in accordance with the standards established by the Agency for Community Living (ACL). FAAST understands the importance of ensuring that data gathered for reporting is compliant with both ACL and DVR. Revised language, collaboratively written with DVR, will be a part of the new contract that will go into effect July 1, 2020. This language will address the deliverable definitions, documentation and reporting to properly correct the current concerns. Anticipated Completion Date & Contact	on July 1, 2020. However, if the current contract language is extended from July 1 – Sept 30, 2020, to accommodate a proposed contract period change, the revised data collection and reporting standards that address the documented concerns will be determined and finalized by DVR and FAAST by the October 1, 2020 contract start date.	

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		6/30/2020 with contract revision discussions to begin within the first quarter of the calendar year 2020. Eric Reed, Deputy Director, or Executive Director.		