



# Florida Department of Education

## Office of Inspector General

March 2012

Report No. A-11/12-011

### University of South Florida – Rehabilitation Engineering and Technology Program

#### Executive Summary

The Office of Inspector General (OIG) completed an audit of contract administration by the Division of Vocational Rehabilitation (DVR) and compliance by the University of South Florida – Rehabilitation Engineering and Technology Program (USF-RETP), contract #11-129. The contract was awarded to improve rehabilitation technology assessment and evaluation and to provide assistive technology services for disabled citizens. The contract is cost reimbursement based with a total amount payable not to exceed \$1,498,927.

There are no significant audit findings.

Controls are in place to ensure the delivery of assistive technology services according to applicable guidelines and USF - RETP materially complied with terms of the contract:

- Deliverables were provided to rehabilitation technology clients in a timely manner;
- Quarterly reports for the period under review were completed and submitted with supporting documentation;
- Itemized expenditures were appropriately recorded in the general ledger; and
- Invoice documents were submitted in accordance with projected dates as specified in the contract payment terms and schedule.

USF-RETP personnel files were complete and indicated all staff met the minimum requirements of their positions. Staff members

we interviewed indicated that management encourages and informs staff of available career development and training opportunities.

#### Background

In 2000-01, the Rehabilitation Engineering and Technology Program (RETP) was identified as a program that could be outsourced. A Request for Proposal (RFP) was issued to encourage external entities to implement the program. The University of South Florida was successful in receiving the first contract in 2001. This resulted in a significant expansion of the assistive technology used in the rehabilitation service delivery process. Since then, the program has been renewed annually with USF-RETP as the contractor.

Examples of services USF-RETP provides:

- Accepts referrals and conducts evaluations of rehabilitation technology needs with recommendations and implementation for DVR clients statewide;
- Trains rehabilitation professionals, clients, and services providers; and
- Processes new vendor application for certification in accordance with DVR's approved policy.

#### Management Comment

DVR's contract manager identified certain contract related areas of concern and itemized measures to address these issues. According to the contract manager, DVR will amend the existing contract in the areas of:

- Training,
- Vendor certification,
- Research and development,
- Policy and funding,
- Quality assurance and customer service, and
- Budget.

DVR has notified USF-RETP that it intends to initiate a new contract procurement process before the end of the current extension. This will present an opportunity for other entities to vie for the contract to most efficiently and effectively meet client needs. DVR also plans to divide the current single contract into two contracts for improved management. The first contract will focus on client assessments, staff and customer training, and vendor certification. The second contract will focus on research and development. OIG supports DVR's policy of bringing competition into the contracting process.

### **Audit Objectives and Scope**

The objectives of the audit were to determine whether:

1. Contracts were awarded in accordance with statute, policies, and procedures;
2. Contracts are effectively managed and monitored to ensure compliance;
3. Payments are made in accordance with contract terms and conditions;
4. Internal controls are adequate to deter fraud and abuse;
5. Internal controls are adequate to assure compliance with laws, regulations, policies, and procedures; and
6. Financial records and expenditures are in compliance with contract guidelines and related OMB circulars.

The scope of the audit included activities during the period January 1, 2011 through October 31, 2011.

### **Methodology**

This audit was conducted in accordance with *The International Standards for the Professional Practice of Internal Auditing*, published by the Institute of Internal Auditors.

To achieve the audit objectives, audit staff:

- Reviewed applicable laws, rules and regulations, policies and procedures and contract documentation;
- Interviewed and observed DVR and USF-RETP staff and reviewed e-mails addressing contract issues and concerns;
- Examined the Rehabilitation Information Management System (RIMS) regarding rehabilitation technology client case activities; and
- Examined completed rehabilitation technology services (projects) and interviewed clients.

### **Closing Comments**

The Office of the Inspector General would like to thank management and staff of USF-RETP as well as DVR contracting and field services personnel, for their assistance and cooperation during the course of this audit.