

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

<b>Finding</b>	<b>Recommendation(s)</b>	<b>Management Response as of June 7, 2019</b>	<b>Management Response as of December 7, 2020</b>	<b>Anticipated Completion Date &amp; Contact</b>
<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 Moye  245-7004</p> <p><b>Management Response as of June 7, 2020</b>  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>DVR merged contract 18-126 and 18-127 contract into one new contract, 21-101. Contract #21-101 ensures that the prescribed language for the deliverable, “Device Loans to Consumers”, has been succinctly clarified in contract and obtainable for the Provider.</p>	<p>Completed.  Contract #21-101 became effective on October 1, 2020.</p> <p>Monica L Moye  (850) 245-7004</p>

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		Merging the two contracts will be effective October 1, 2020. <b>Anticipated Completion Date &amp; Contact</b> October 1, 2020 Monica L Moye (850) 245-7004		
DVR did not conduct monitoring in accordance with the monitoring plan.	We recommend DVR conduct monitoring in accordance with the risk assessment and subsequent monitoring plan. In addition, we recommend DVR promptly provide the monitoring results and recommendations for improvement to FAAST and ensure corrective action has been initiated on noted deficiencies.	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 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.	In accordance with the risk assessment, the new contract #21-101 has a bi-annual monitoring requirement. The next scheduled monitoring is for March 2021. The monitoring review will include but not limited to an in depth review of deliverable performance and funding bi-annual funding review.	March 2021  Monica L Moye (850) 245-7004

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		<p><b>Anticipated Completion Date &amp; Contact</b>            January 1, 2020            Monica Moye            245-7004</p> <p><b>Management Response as of June 7, 2020</b>            Due to most recent developments and concerns with the contractor, DVR delayed any further monitoring to not interfere with the ongoing investigations or duplicate efforts. In addition, DVR will be developing a new monitoring frequencies in relations to the new contract development.</p> <p><b>Anticipated Completion Date &amp; Contact</b>            January 1, 2021            Monica L Moye            (850) 245-7004</p>		

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<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 an explanation and supporting documentation to DVR.</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 appropriately to contractual requirements.</p> <p><b>Management Response as of December 7, 2019</b></p> <p>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</p>	<p><i>FAAST has updated its contracts with VR and with six subrecipients to reflect the device loan language in accordance with the standards established by the Agency for Community Living (ACL).</i></p>	<p><i>Completed October 1, 2020, Whitney Harris, Executive Director</i></p>

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		<p>July 1, 2020. This language will address the deliverable definitions, documentation and reporting to properly correct the current concerns.</p> <p><b>Anticipated Completion Date &amp; Contact</b> 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.</p> <p><b>Management Response as of June 7, 2020</b> 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 on July 1, 2020. However, if the current contract language is</p>		

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		<p>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.</p> <p><b>Anticipated Completion Date &amp; Contact</b>  6/30/2020  Eric Reed  Deputy Director</p>		