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September 24, 2019

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Director Palmer and Chief Inspector General Miguel:

In accordance with section 20.055(8)(a), Florida Statutes, I am pleased to present the Office of Inspector General's Annual Report for Fiscal Year 2018-2019. The report summarizes the accomplishments of staff within the Investigations and Audit Sections during Fiscal Year 2018-2019.

We continue to remain committed to enhancing and promoting accountability, integrity and efficiency and look forward to continuing to work with you and Agency for Persons with Disabilities staff in Fiscal Year 2019-2020.

Respectfully submitted,

Erin Romeiser
Inspector General

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INTRODUCTION

Section 20.055, Florida Statutes (F.S.), establishes an Office of Inspector General within each state agency to provide a central point for coordination of and responsibility for activities that promote accountability, integrity, and efficiency in government. Section 20.055, F.S., also outlines the specific duties of each Inspector General, including the duties and responsibilities for carrying out the auditing and investigative activities. Additionally, section 20.055, F.S., specifies that each Inspector General shall prepare an annual report no later than September 30 of each year, which summarizes the activities of the office during the prior fiscal year, and includes:

- A description of activities relating to the development, assessment, and validation of performance measures;
- A description of significant abuses and deficiencies relating to the administration of programs and operations of the agency disclosed by investigations, audits, reviews, or other activities during the reporting period;
- A description of the recommendations for corrective action made by the Inspector General during the reporting period with respect to significant problems, abuses, or deficiencies identified;
- The identification of each significant recommendation described in previous annual reports on which corrective action has not been completed; and,
- A summary of each audit and investigation completed during the reporting period.

This annual report is presented to the Executive Office of the Governor's Chief Inspector General and the Executive Director of the Agency for Persons with Disabilities to comply with statutory requirements and to provide agency staff and interested parties with information on the Office of Inspector General's progress in accomplishing its mission.

MISSION STATEMENT

The Office of Inspector General's mission is to promote integrity, efficiency, and accountability within the Agency for Persons with Disabilities through audits and investigations that detect fraud, waste, and abuse. The Office of Inspector General provides independent reviews, assessments and investigations of agency programs, activities and functions to assist the Agency for Persons with Disabilities in accomplishing its overall mission to support persons with developmental disabilities in living, learning, and working in their communities.

DUTIES AND RESPONSIBILITIES

In accordance with section 20.055(2), F.S., the Inspector General's duties and responsibilities include:

- Advising in the development of performance measures, standards, and procedures for the evaluation of state agency programs;
- Assessing the reliability and validity of the information provided by the state agency on performance measures and standards, and make recommendations for improvement, if necessary, before submission of such information pursuant to section 216.1827, F.S.;
- Reviewing the actions taken by the state agency to improve program performance and meet program standards and make recommendations for improvement, if necessary;
- Providing direction for, supervising, and coordinating audits, investigations, and management reviews relating to the programs and operations of the state agency, except that when the inspector general does not possess the qualifications specified in subsection (4), the director of auditing shall conduct such audits;
- Conducting, supervising, or coordinating other activities carried out or financed by that state agency for the purpose of promoting economy and efficiency in the administration of, or preventing and detecting fraud and abuse in, its programs and operations;
- Keeping the agency head or, for state agencies under the jurisdiction of the Governor, the Chief Inspector General informed concerning fraud, abuses, and deficiencies relating to programs and operations administered or financed by the state agency, recommending corrective action concerning fraud, abuses, and deficiencies, and reporting on the progress made in implementing corrective action;
- Ensuring effective coordination and cooperation between the Florida Auditor General, federal auditors, and other governmental bodies with a view toward avoiding duplication;
- Reviewing, as appropriate, rules relating to the programs and operations of such state agency and making recommendations concerning their impact;
- Ensuring that an appropriate balance is maintained between audit, investigative, and other accountability services; and,
- Complying with the *General Principles and Standards for Offices of Inspector General* as published and revised by the Association of Inspectors General.

INDEPENDENCE

In accordance with section 20.055(3), F.S., the Inspector General shall be under the general supervision of the agency head for administrative purposes, shall report to the Chief Inspector General, and may hire and remove staff within the Office of Inspector General in consultation with the Chief Inspector General, but independently of the agency. The organizational independence of the Inspector General helps to ensure that audits, investigations, and other activities are performed independently.

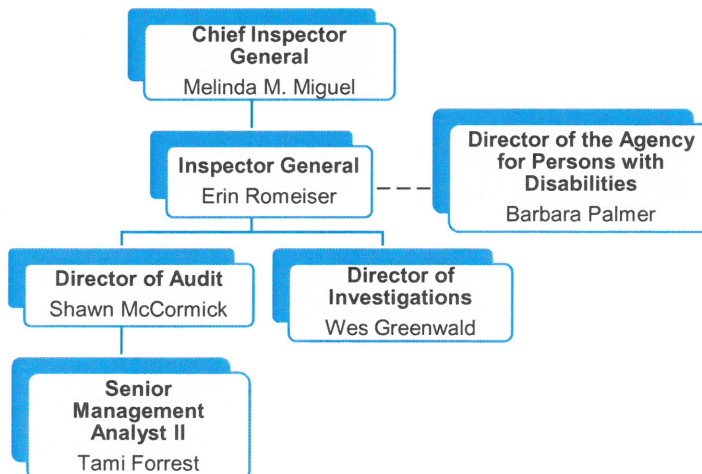
PROFESSIONAL STANDARDS AND CODE OF ETHICS

Pursuant to section 20.055(2)(j), F.S., the Office of Inspector General complies with the *General Principles and Standards for Offices of Inspector General* as published and revised by the Association of Inspectors General. Staff abide by the Florida Code of Ethics for Public Officers and Employees as codified in sections 112.311-112.326, F.S., the Executive Office of the Governor's Code of Ethics, and the Agency for Persons with Disabilities Operating Procedure 5-0002 Code of Ethics. Internal audits are conducted in accordance with the *International Standards for the Professional Practice of Internal Auditing* published by the Institute of Internal Auditors, Inc., or, where appropriate, in accordance with generally accepted governmental auditing standards published by the United States Comptroller General and the *Code of Ethics* published by the Institute of Internal Auditors, Inc.

OFFICE OF INSPECTOR GENERAL ORGANIZATION AND STAFFING

Office Organizational Chart

The Office of Inspector General consists of four professional positions within two sections: Investigations and Audit. The Office of Inspector General's organizational structure is shown below:



As of June 30, 2019

Staff Professional Certifications

Members of the Office of Inspector General staff hold the following professional certifications:

- *Certified Inspector General (1)*
- *Certified Inspector General Investigator (3)*
- *Certified Fraud Examiner (2)*
- *Certified Public Accountant (1)*
- *Certified Information Systems Auditor (1)*
- *Florida Certified Contract Manager (1)*
- *Notary Public (2)*

Staff Professional Affiliations

In addition to maintaining professional certifications, Office of Inspector General personnel are active in professional organizations that support audits and investigations. This participation assists staff in maintaining a high level of proficiency in their profession and areas of certification. Members of the Office of Inspector General are affiliated with the following professional organizations:

- Association of Inspectors General
- The Institute of Internal Auditors, Inc.
- Association of Government Accountants
- Information Systems Audit and Control Association
- Association of Certified Fraud Examiners
- The Florida Institute of Certified Public Accountants

Staff Training

With regard to professional training, the Association of Inspectors General specifies that each staff person performing audits, investigations, evaluations, or reviews should receive at least 40 hours of continuing professional education every two years in areas that directly enhances the staff member's professional proficiency. Additionally, the *International Standards for the Professional Practice of Internal Auditing* (IIA) require that internal audit staff maintain their professional proficiency through at least 80 hours of continuing education every two years.

Office of Inspector General staff attended various training opportunities during Fiscal Year 2018-2019 in areas that enhanced their professional proficiency. Staff attended training sessions that were offered by a number of associations, including but not limited to, the Florida Chapter of the Association of Inspectors General; the Institute of Internal Auditors; the Information Systems Audit and Control Association; the Association of Government Accountants; and the Association of Certified Fraud Examiners.

SUMMARY OF ACTIVITIES FOR FISCAL YEAR 2018-2019

Section 20.055(2)(i), F.S., requires each Inspector General to ensure that an appropriate balance is maintained between audit, investigative, and other accountability activities. The Inspector General achieves a balance of activities by monitoring the assignments of ongoing and completed investigative and audit activities on a daily basis. During the fiscal year, the Office of Inspector General completed the following activities:

Summary of Activities Opened by Type during Fiscal Year 2018-2019	Quantity
Investigative Activities	124 ¹
Audit Activities	18
Other Office of Inspector General Activities ²	4

Summary of Activities Closed by Type during Fiscal Year 2018-2019	Quantity
Investigative Activities	86
Audit Activities	16
Other Office of Inspector General Activities	4

Investigations Section

Section 20.055, F.S., outlines the investigative duties and responsibilities for Offices of Inspectors General to include in pertinent part:

- Initiating, conducting, supervising and coordinating investigations designed to detect, deter, prevent, and eradicate fraud, waste, mismanagement, misconduct, and other abuses in state government;
- Receiving complaints and coordinating all activities of the agency as required by the Whistle-blower's Act pursuant to sections 112.3187- 112.31895, F.S.;
- Receiving and considering the complaints which do not meet the criteria for an investigation under the Whistle-blower's Act and conducting, supervising, or coordinating such inquiries, investigations, or reviews as the Inspector General deems appropriate;

¹ The Investigations Section opened 91 new cases in Fiscal Year 2018-2019; 33 cases were carried forward from the previous fiscal year, totaling 124 cases.

² Other Office of Inspector General Activities include Reference Checks; Critical Incidents – Sexual Abuse; Computer Security Incident Response Team; and Anti-Fraud Activities.

- Reporting expeditiously to the Department of Law Enforcement or other law enforcement agencies, as appropriate, whenever the Inspector General has reasonable grounds to believe there has been a violation of criminal law;
- Conducting investigations and other inquiries free of actual or perceived impairment to the independence of the Inspector General or the Office of Inspector General. This shall include freedom from any interference with investigations and timely access to records and other sources of information;
- Submitting findings when applicable to the subject that is a specific entity contracting with the state or an individual substantially affected, who shall be advised in writing that they may submit a written response within 20 working days after receipt of the findings, and including the response and the Inspector General's rebuttal to the response, if any, with the final investigative report; and,
- Submitting in a timely fashion final reports on investigations conducted by the Inspector General to the agency head, except for whistle-blower's investigations, which shall be conducted and reported pursuant to section 112.3189, F.S.

Summary of Investigations Section Activities in Fiscal Year 2018-2019

The Investigations Section receives complaints and requests for assistance via telephone, letter, email, or in person. Each complaint or request for assistance is reviewed to determine if provisions of sections 112.3187-112.31895, F.S., (Whistle-blower's Act) are met. During Fiscal Year 2018-2019, the Investigations Section received, reviewed and processed 124³ complaints or requests for assistance; 86 of the 124 complaints or requests for assistance were closed during the fiscal year. Of the 124 complaints or requests for assistance, 4 resulted in internal investigations; 79 were handled as preliminary inquiries; 32 were referred to management, law enforcement or other agencies; 8 resulted in the completion of an in-depth whistle-blower analysis; and 1 was handled as management assistance.

Type of Investigative Activity	Quantity
Investigations	4
Preliminary Inquiries	79
Management Referral	27
Referrals to Law Enforcement or Other Agencies	5
Whistle-blower Analysis	8
Public Records Request	0
Management Assistance	1
Total	124

³ The Investigations Section opened 91 new cases in Fiscal Year 2018-2019; 33 cases were carried forward from the previous fiscal year, totaling 124 cases.

Summary of Investigations Closed in Fiscal Year 2018-2019

- Case Number 180803-01 – Release Date: August 2018
The Investigations Section initiated an investigation into an allegation that an employee engaged in inappropriate behavior toward an applicant during an employment interview. The allegation was substantiated.
- Case Number 181018-01 – Release Date: January 2019
The Investigations Section initiated an investigation into an allegation that an employee solicited money and/or loans from Agency providers. The allegation was substantiated.

Summary of Recommendations Related to Significant Abuses and Deficiencies Disclosed in Investigations During Fiscal Year 2018-2019

No significant abuses or significant deficiencies were identified by the Investigations Section.

Audit Section

Section 20.055, F.S., outlines the auditing duties and responsibilities for Offices of Inspectors General to include in pertinent part:

- Reviewing and evaluating internal controls necessary to ensure the fiscal accountability of the state agency;
- Conducting financial, compliance, electronic data processing, and performance audits of the agency and preparing audit reports of findings; and,
- Conducting audits in accordance with the current *International Standards for the Professional Practice of Internal Auditing* as published by the Institute of Internal Auditors, Inc., or, where appropriate, in accordance with generally accepted governmental auditing standards published by the United States Comptroller General. All audit reports issued by internal audit staff shall include a statement that the audit was conducted pursuant to the appropriate standards.

Internal Audit staff perform independent audits, reviews and examinations to identify, report and recommend corrective actions for control deficiencies or for non-compliance with applicable laws, policies and procedures. Audits are conducted in accordance with the current *International Standards for the Professional Practice of Internal Auditing* published by the Institute of Internal Auditors, Inc. Financial audits may be subject to the generally accepted auditing standards promulgated by the Auditing Standards Board, a Division of the American Institute of Certified Public Accountants.

In meeting the statutory duties and responsibilities outlined above, the Audit Section:

- Conducts Performance Audits to ensure the effectiveness, efficiency, and economy of agency programs;
- Provides Management Assistance Services to advise management on emerging issues and concerns;
- Performs Consultant Services to partner with and assist management by providing advisory and related services aimed at adding value to the agency and improving the agency's governance, risk management, and control processes;
- Coordinates External Audits of engagements conducted by the Florida Auditor General, Office of Program Policy Analysis and Government Accountability, and other oversight units;
- Conducts Follow-ups of findings and recommendations identified in both internal and external audits; and,
- Assists management with Performance Measures by assessing the reliability and validity of the agency's information on performance measurement and standards.

Summary of Audit Section Activities in Fiscal Year 2018-2019

During Fiscal Year 2018-2019, the Audit Section completed three internal audits which resulted in six published audit reports. The Audit Section also ensured coordination between the Agency for Persons with Disabilities and external auditors. The table below provides a summary of the completed audit activities by type performed in Fiscal Year 2018-2019.

Audit Activities Completed during Fiscal Year 2018-2019

Type of Audit Activity	Number of Cases
Internal Audits	5 ⁴
Follow-up Audit Activities	1
Statutorily Required Activities ⁵	3
Management Assistance Services	2
External Audit Assistance	7
Total Audit Activities	18

⁴ Five audits were opened in Fiscal Year 2018-2019; three audits were completed during the fiscal year resulting in six audit reports.

⁵ Statutorily Required Activities include the Office of Inspector General Risk Assessment and Work Plan; the Office of Inspector General Annual Report; and the Review of Agency performance measures in the Long-Range Program Plan.

The following are summaries of completed internal audits; follow-up audit activities; statutorily required activities; management assistance services; and external audit assistance. Additionally, we included a description of significant outstanding recommendations described in prior annual reports on which corrective action has not been completed.

Summary of Completed Audits in Fiscal Year 2018-2019

- **171227-01 Audit of Client Funds**

Agency clients may choose to reside in a group home facility. A group home is an Agency licensed residential facility (serving between four and 15 residents) that provides a family living environment including supervision and care necessary to meet the physical, emotional, and social needs of residents.

Clients can receive income from various sources including (but not limited to) employment, family, insurance, inheritances, and the Social Security Administration (such as Social Security and Supplemental Security Income). Some Agency clients require assistance in managing their assets (such as cash, furniture, and personal belongings) and have others serve as their financial representatives or representative payees. Representatives agree to assist clients receive and expend income for the use, benefit, and best interests of the clients. Group home providers may be the financial representative or representative payee for the client and as such must comply with applicable federal and state regulations.

In each of the Office of Inspector General Annual Risk Assessments from Fiscal Years 2012-2013 through 2018-2019, management of client funds has been identified as a high-risk issue; and therefore, the Office of Inspector General has periodically included this topic in the Office of Inspector General's Annual Work Plan. In this audit, we judgmentally selected five group home providers in the Agency's Northwest Region to visit and review selected client funds, medication administration records, and related documentation to determine compliance with applicable laws, rules, regulations, and policies.

Audit of Sterrett Group Home – Release Date: July 2018 (Office of Inspector General Audit #171227-01.1)

This report presents the results of the audit of client funds at the Sterrett Group Home located in the Agency's Northwest Region. Based on our observations and test results, we determined Sterrett group home complied satisfactorily with eight conditions/internal controls, partially complied with one condition/internal control, and did not comply with two conditions/internal controls. We provided six

recommendations to improve accounting for and retaining supporting documentation for clients' expenditures.

Audit of Children Are Our Future Group Home, Inc. – Release Date: August 2018 (Office of Inspector General Audit #171227-01.2)

This report presents the results of the audit of client funds at two group homes managed by Children Are Our Future Group Homes (CAOF) located in the Agency's Northwest Region. Based on our observations and test results, we determined CAOF complied satisfactorily with five conditions/internal controls and did not comply with six conditions/internal controls. We provided six recommendations to improve policies and procedures for the management of client funds; accounting for and retaining supporting documentation for clients' expenditures; ensuring that employees who transport clients have valid driver's licenses; and ensuring vehicles contain working fire extinguishers.

Audit of Capstone Adaptive Learning and Therapy Center, Inc. – Release Date: March 2019 (Office of Inspector General Audit #171227-01.3)

This report presents the results of the audit of client funds at two group homes managed by Capstone Adaptive Learning & Therapy Center, Inc. (Capstone) located in the Agency's Northwest Region. Based on our observations and test results, we determined Capstone complied satisfactorily with nine conditions/internal controls, partially complied with one condition/internal control, and did not comply with one condition/internal control. We provided two recommendations to improve accounting for and retaining supporting documentation for clients' expenditures.

Audit of Horizons of Okaloosa County, Inc. – Release Date: May 2019 (Office of Inspector General Audit #171227-01.4)

This report presents the results of the audit of client funds at three group homes managed by Horizons of Okaloosa County, Inc. (dba: The ARC of the Emerald Coast) located in the Agency's Northwest Region. Based on our observations and test results, we determined The ARC of the Emerald Coast complied satisfactorily with nine conditions/internal controls and did not comply with two conditions/internal controls. We provided four recommendations to improve accounting for and retaining supporting documentation for clients' expenditures.

- 190201-01 Audit of Human Resources Functions and Personnel Records Management – Release Date: March 2019 (Office of Inspector General Audit #190201-01)

Agency for Persons with Disabilities (Agency) human resources practices are managed by a Human Resources Director at the State Office in Tallahassee. The

State Office oversees all human resources practices for the Agency and processes personnel actions and maintains employee personnel records for the employees located at State Office and the six regional offices throughout the state. Human resources personnel actions and employee personnel records for the employees at the developmental disability centers (Sunland Center, Developmental Disabilities Defendant Program (DDDP), and Tacachale) are processed and maintained in human resources offices at each of the center locations.

During our audit, we tested a total sample of 121 personnel records for the period January 1, 2018 through December 31, 2018 to ensure employee's personnel records included required documentation. Overall, our review indicated that the records included a majority of the required and recommended documentation. However, we noted five types of exceptions in the records we tested at Sunland Center and two types of exceptions in the records we tested at DDDP. We provided two recommendations to ensure compliance with Florida Statutes and Agency policies and procedures.

- Family Care Council Audits

Family Care Councils were created in 1993 through the implementation of section 393.502, F.S. There are 14 local Family Care Councils and a Statewide Family Care Council. Family Care Councils are located within each of the Agency's six regions and are organized within those regions by area. Council members serve on a voluntary basis without payment for their services but are reimbursed for per diem and travel expenses as provided in section 112.061, F.S. Section 393.502(9), F.S., requires an annual financial review of expenditures of the Family Care Councils. During Fiscal Year 2018-2019, the Audit Section selected five Family Care Councils to audit. These audits were conducted to determine whether the Family Care Council expenditures complied with Florida Statutes, and other applicable state laws and rules. As of June 30, 2019, four of the five Family Care Council audits were ongoing. The results of the completed Family Care Council audit performed during Fiscal Year 2018-2019 is presented below:

180926-03 Audit of Family Care Council Florida – Release Date: May 2019

In Fiscal Year 2017-2018, the Agency allocated \$15,000 of General Revenue to Family Care Council Florida. Based on our review, we noted one payment related to travel reimbursement was incorrectly coded and two *Authorization to Incur Travel Expense* forms were approved by Agency management on the day travel occurred. Recommendations were provided to the State Family Care Council Liaison and State Office staff to enhance procedures to ensure that expenditure transactions are accurately coded and recorded and to ensure all travel

authorization forms are appropriately completed and approved prior to making any travel arrangements.

Follow-Up Audit Activities

- 181018-02 Status of Corrective Actions – Florida Auditor General Report No. 2018-189 – Release Date: October 2018

Management is in the process of addressing the following recommendation:

We recommend that continued stay reviews of ICF-DD [Intermediate Care Facility-Developmental Disabilities] beneficiaries be timely conducted in accordance with Federal regulations.

Status as of June 30, 2019 – The Agency for Persons with Disabilities executed a contract with Keystone Peer Review Organization, Inc. to outsource the Utilization Review/Continued Stay Reviews function. One performance goal in the contract is to ensure 100% of the reviews are conducted every 6 months for beneficiaries of Intermediate Care Facility services for individuals with intellectual disabilities. On June 1, 2019, the Agency for Persons with Disabilities began working with Keystone Peer Review Organization, Inc. to transition the Continued Stay Reviews for all Medicaid eligible recipients residing in Intermediate Care Facilities for individuals with intellectual disabilities. This process will be streamlined and electronic. Keystone Peer Review Organization, Inc. will ensure the timely completion of all Continued Stay Reviews in accordance with federal and state laws; confirm the initial physician certification and annual re-certifications; and confirm the facilities Utilization Review Plan.

Statutorily Required Activities

- 180509-01 Risk Assessment and Work Plan (2018-2019) – Release Date: July 2018

In accordance with section 20.055, F.S., the Office of Inspector General performed a periodic risk assessment and developed its long-term and annual audit plans based on the results of the assessment.

- 171116-01 Office of Inspector General Annual Report (2017-2018) – Release Date: August 2018

In accordance with section 20.055, F.S., the Office of Inspector General prepared an annual report summarizing the activities of the office during the preceding fiscal year.

- 180712-01 Review of Agency Performance Measures in the Long-Range Program Plan – Release Date: September 2018

In accordance with section 20.055, F.S., the Office of Inspector General was involved in the review and validation of the performance measures and related supporting documentation as reported in the Agency's Long-Range Program Plan. The Office of Inspector General provided feedback and recommendations to Agency staff to ensure the measures were reliable, valid, and supported by the appropriate documentation.

Management Assistance Services

During Fiscal Year 2018-2019, the Office of Inspector General provided assistance to management on the following matters:

- 140612-02 – iConnect⁶ Implementation Project

The Office of Inspector General serves in an advisory role on the Agency's Executive Steering Committee for the iConnect Implementation Project. The iConnect system will provide the Agency with an integrated enterprise client data management system that will automate manual processes and collect data at the client specific and provider specific level so analysis, tracking, reporting, fraud prevention, and quality improvement processes can be improved. During the implementation project, the Office of Inspector General will provide feedback as needed to assist management to ensure adequate controls are developed within the system.

- 180727-01 APD Incident Management

The Office of Inspector General will provide feedback as needed to assist management to ensure the Agency's Incident Management System is in compliance with state and federal requirements.

External Audit Assistance

The Office of Inspector General acted as the Agency's liaison on seven audits, reviews, or information requests conducted by outside organizations such as the Agency for State Technology,⁷ the Florida Auditor General, the Department of Management Services, the Florida Department of Law Enforcement, and the Office of Program Policy Analysis and Government Accountability. For these engagements, the Office of Inspector General was copied on engagement letters, coordinated meetings, and facilitated all relevant

⁶ Formerly known as CDMS – Client Data Management System.

⁷ The Agency for State Technology is now the Division of State Technology within the Department of Management Services.

communication between the external entities and Agency staff. The Office of Inspector General coordinated the Agency's responses to all audits, reviews and information requests from these entities.

Other Audit Section Matters

- **Significant Outstanding Recommendations from Prior Annual Reports**

Agency for Persons with Disabilities management has either taken corrective actions or assumed the risk for all significant Office of Inspector General audit recommendations identified in the Fiscal Year 2017-2018 Office of Inspector General Annual Report.

- **Summary of Recommendations Related to Significant Abuses and Deficiencies Disclosed in Internal Audits During Fiscal Year 2018-2019**

No significant abuses or significant deficiencies were identified by the Audit Section.

- **Internal Quality Assurance Review**

As a part of the Audit Section's internal quality assurance program, the work papers of each audit were reviewed for compliance with auditing standards and internal audit policies and procedures at the conclusion of each audit. All recommendations and issues noted were addressed at the time of each quality assurance review.

- **Risk Assessment and Planning for Fiscal Year 2019-2020**

The Audit Section's annual work plan is based on the results of an annual risk assessment. The purpose of developing the annual work plan is to identify, select and plan the allocation of resources for the upcoming fiscal year. Consideration is given to activities related to the development, assessment, and validation of performance measures during the planning phase. The Audit Section's goal is to provide, as efficiently as possible, the greatest level of assurance and consulting services to the agency. Based on current staffing, the Audit Section has allocated approximately 2,912 hours for projects during Fiscal Year 2019-2020.

Other Office of Inspector General Activities

In addition to performing audits and investigations, the Office of Inspector General also performs the following services and activities:

Reference Checks

The Office of Inspector General performs personnel reference checks against Office of Inspector General case files at the request of the Office of Human Resources. In Fiscal Year 2018-2019, the Office of Inspector General performed 528 reference checks for re-hires, promotions, and other personnel actions.

Critical Incident – Sexual Abuse

The Office of Inspector General receives copies of Critical Incidents – Sexual Abuse in accordance with section 393.135, F.S. The Office of Inspector General monitors allegations within the incident reports by tracking and following up on the status and resolution of the incidents. During Fiscal Year 2018-2019, the Office of Inspector General monitored 32 Critical Incident – Sexual Abuse incidents.

Computer Security Incident Response Team

The Computer Security Incident Response Team responds to suspected computer security incidents by identifying and controlling incidents, notifying designated Computer Security Incident Response Team responders, and reporting findings to Agency management. The Office of Inspector General is a core member of the Computer Security Incident Response Team for the Agency.

Anti-Fraud Activities

The Office of Inspector General is responsible for coordinating the Agency's anti-fraud activities. The Office of Inspector General presents fraud deterrence information to internal and external audiences in an effort to identify or prevent significant violations of governing directives. Additionally, the Office of Inspector General is a member of and attends the Inter-Agency Medicaid Fraud and Abuse Meetings hosted by the Agency for Health Care Administration.



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