

Department of Rehabilitation

Final Audit Report of the LINCOLN TRAINING CENTER

Fieldwork Date: June 25-28, 2013

Draft Report Date: October 23, 2013

Control Number: 2013A-105

DOR Audit Services Team:

Lucille McGuirk, Audit Manager

Desiree Sample, Lead Auditor

Introduction

The Department of Rehabilitation (DOR) Audit Services has completed an audit of the Supported Employment Program (SEP) with Lincoln Training Center (LTC).

LTC is headquartered in a 32,000 square-foot facility in South El Monte. Providing support to more than 500 adults with disabilities, the Production Services Department offers packaging, sorting, weighing, assembly, disassembly, labeling, laminating, collating, shrink wrapping and light manufacturing services. Offsite, the Supported Employment program places workers into community job settings. Currently, more than 50 offsite companies employ workers from LTC for jobs that include janitorial, landscaping, inventory control, packaging, retail and clerical work.

Through its Supported Employment Program, Lincoln contracts with businesses to employ either individuals or groups of workers in community job settings. Since its inception in 1992, with one company employing five clients, the program has grown to encompass approximately 200 clients working at over 50 job sites throughout the state. LTC's Supported Employment program places workers into community job settings. Currently, workers from LTC are employed in jobs that include janitorial, landscaping, inventory control, packaging, retail and clerical work. Well-known employers like Nordstrom, CarMax, Air National Guard, Southern California Flower Market, California Automobile Dealers Exchange, Nissan North America and others employ workers from Lincoln Training Center. In 2001, LTC opened a satellite office in Roseville, California to provide employment opportunities for individuals with disabilities in Northern California, and in 2006, services extended to Supported Employment sites to Fresno.

Lincoln was previously selected by the California Department of Rehabilitation as Supported Employment Program of the Year, and thanks to its excellent reputation throughout the state, the program continues to expand.

Audit Scope/Procedures

Our on site audit fieldwork was conducted the week of June 25, 2013 and our audit was conducted in accordance with Government Auditing Standards as defined by the Government Accountability Office except Standard 3.52 requiring an external peer review. Our audit is subject to the inherent risk that material errors and irregularities, fraud, or non-compliance will not be identified.

The scope of our audit included a review of invoices submitted to DOR for supported employment services to individuals and groups during 2012/2013 and a limited review of the accounting systems and internal controls applicable to these invoices. The audit was conducted to obtain reasonable assurance that LTC is compliant with applicable federal and state regulatory and legal requirements as well as the CRP

Guide to Certification and Vendorization. We also assessed whether the invoices submitted were adequately supported by appropriate records.

Summary of Findings/Recommendations

We found that the SEP expenses billed to DOR were materially supported by appropriate records and were materially in compliance with the Supported Employment Program requirements. Overall, LTC's method for allocating, tracking, and documenting SEP services and expenses are effective and staff appear knowledgeable on the SEP program. However, we noted the following compliance issues:

1. Although overall billing to DOR was not impacted, we found instances where the job coaching hours were not applied to the appropriate job coach; specifically a job coach was shown to have worked on a day he/her charged sick leave according to their timesheets. The substitute job coach who actually worked did not have hours reported under his/her name identified on the DS1964 showed hours worked.

For example:

- On 03/19/13, the DS1964 showed the primary job coach reporting 8.5 hours for the DOR client and 8 hours on the DR384, however the job coach timesheet showed 4 hours worked on this day and 4 hours of sick leave taken. The alternate job coach per the DS1964 reported no job coaching hours on this day.

We found an instance where the substitute job coach was not reported on the DS1964 at all. Group job coaching hours reported on the DS1964 and DR384 for the month of March 2013 were reported under the primary job coach and not the substitute job coach.

- On 3/5, 3/6 & 3/7, the DS1964 showed the primary job coach reporting 8, 10 & 8 hours, respectively, for the DOR Client, however, another job coach is listed as the job coach for these days per the client attendance sheet. The primary job coach's timesheet shows that they charged sick leave on 03/05-07/13. Job coach hours are not recorded on the DS 1964 for the alternate job coach. The job coach timesheet for the alternate does not indicate if they substituted for the primary job coach at the same job site as the DOR client.

RECOMMENDATION:

Lincoln Training Center shall ensure that job coaches and their job coaching hours are accurately reported and that the DS1964 and supporting documents (DR384, job coach timesheets, and client timesheets) are complete and support the number of job coaching hours provided and that documentation is sufficient to show the client’s progress toward the IPE goal.

2. For group job coaching clients, the vendor completes case notes in the form of biweekly progress reports noting the client’s job performance and areas needing improvement during a two-week pay period. The biweekly progress reports are completed by the job coach working with the client but we noted the following instances where either the biweekly report was insufficient or not completed by the appropriate job coach. For example:

- The biweekly progress report for the DOR client for period ending 03/15/13 was completed by someone other than the primary or substitute job coach. The biweekly progress report was completed by someone not listed on either the DS1964, DR384, or the client timesheet. It was later noted by the vendor that the biweekly report was completed by the LTC site lead, someone not having direct supervision over the DOR client.
- The March 2013 biweekly progress reports for two DOR clients contained minimal notes and lacked details on the consumer’s work performance and progress toward their IPE goal. In addition, the days within the calendar cells were not always circled to indicate what days the progress review took place.

RECOMMENDATION:

LTC ensure that the biweekly progress reports or other documentation be accurately completed by the job coach having direct supervision over the client and contain sufficient detail to show the client’s progress toward the IPE goal.

RESPONSE FROM LINCOLN TRAINING CENTER

LTC agrees with the findings and recommendations wherein the DS1964 number of hours were billed corrected and advises that accounting inadvertently did not identify the substitute Job Coach on certain days.

Accounting management will address the importance of reporting criteria with clerical staff and implement ongoing reviews with staff to ensure the DS1964 accurately reports the attending Job Coach.

LTC Management will ensure that the biweekly progress reports are accurately completed by the job coach having direct supervision over the client and contain sufficient detail to show the client's progress toward their In Home Service Professional IHSP goals. This will be accomplished by providing on-going trainings/review/follow-up. The importance of filling out DOR forms accurately and thoroughly will be addressed in bi monthly meetings held by supported employment staff meeting. In addition, the Supported Employment Manager will ensure in her review of the documents that they are being filled out by the job coach assigned to the client.