



Final Audit Report of
Vocational Improvement Program, Inc.

Fieldwork Date: June 17-21, 2013

Final Report Date: January 21, 2014

Control Number: 2013A-104

DOR Audit Services Team
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Introduction

The Department of Rehabilitation (DOR) Audit Services has completed an audit of the supported employment (SE) services provided by our community rehabilitation program Vocational Improvement Program Inc. (VIP).

Vocational Improvement Program, Inc. is a private nonprofit organization dedicated to serving persons with disabilities with employment training, job placement and support. Through meaningful work opportunities on-site and in the community, clients are able to learn valuable job skills and achieve personal growth and independence. Established in 1986, VIP has grown to assist more than 600 individuals with disabilities annually through the support and guidance of 140 dedicated staff and Board of Directors. Serving a vast area, VIP offices are located in Rancho Cucamonga, Hesperia and San Bernardino.

VIP's mission is to maximize the potential of individuals with disabilities. Their vision is to be the Provider of Choice for clients, referring sources, staff and the business community in California.

Audit Scope/Procedures

Our on site audit fieldwork was conducted the week of June 17, 2013 and our exit conference was held on June 20th, 2013. We conducted our audit 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 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 VIP is compliant with applicable federal and state regulatory and legal requirements as well as the DOR Community Rehabilitation Program Guide to Certification and Vendorization. We also assessed whether the invoices submitted were adequately supported by appropriate records.

Summary of Observations/Recommendations

The invoices billed for supported employment services were supported by appropriate records; and were materially compliant with applicable Federal and State laws/regulations, DOR's Guide to Certification and Vendorization, and VIP's internal policies and procedures.

We appreciate VIP's commitment to provide exemplary service and be fully compliant and as such, we noted a few areas for improvement in the following areas:

Individual Placement-

- Intake - VIP was incorrectly using the DR 381-SE Job Placement parameters form, as documentation of their DOR intake interview. At times, VIPs initial intake may have been conducted several months or years prior to the DOR intake. As part of the DOR intake process, an updated individual service plan must be completed when clients transition to DOR funding as well as completion of the DR382.
- VIP did not utilize the DR382- SE Placement Services Progress Report for two individual consumers tested or any of their IP SE consumers.

Group Placement-

- Consumer hours for two group consumers were incorrectly reported on the DS1964 resulting in an incorrect allocated amount resulting in an overbilling and *not* considered a material deficiency.
- Consumer hours for one group consumer and one job coach were incorrectly reported on the DR384.
- In some samples tested, the hours worked section on page 1 of the DR384 reports were not completed in their entirety for the group consumers tested.

The Community Rehabilitation Program Guide to Certification and vendorization as well as DOR guidelines outlines several reporting requirements of the SE program. For example, the DR384, Monthly Progress Report, shall be completed properly with all required data fields completed. The monthly written progress reports shall also identify the status of goals and objectives, hours and dates of service provided, approach. In addition, the SEP Group Tracking Form, DS 1964 requires that the time each job coach worked on a daily basis for each specific group be entered onto the spreadsheet.

RECOMMENDATION:

VIP will comply with supported employment policies and procedures to ensure the completeness and accuracy of supporting documentation upon which reports & invoices are submitted to DOR.