

State of Washington  
 Status of Audit Resolution  
 December 2019

Department of Services for the Blind

Agency 315

Audit Report	Finding Number	Finding and Corrective Action Status
2018 F	018	<p>Finding: The Department of Services for the Blind did not have adequate internal controls over federal requirements to determine client eligibility for the Vocational Rehabilitation program within a reasonable time period.</p> <p>Corrective Action: The Department has addressed prior audit findings and has implemented corrective actions to ensure client eligibility determination is completed timely and adequate supporting documentation is maintained when a delay is necessary. Specifically, the Department:</p> <ul style="list-style-type: none"> <li>• Implemented the Dashboard in the case management system for Case Managers to manage their caseloads on a real-time basis.</li> <li>• Implemented a process to identify eligibility determinations nearing the 60-day deadline for the upcoming week and to remind counselors of the required components for documenting a delay justification if a determination is not expected to be made within the 60-day timeframe.</li> <li>• Required Counselors to document exceptional and unforeseen circumstances, and support extensions of specific period of time with a client agreement.</li> <li>• Provided training to counselors on the effective use of the Dashboard feature. Area Managers perform weekly monitoring of the use of the tool.</li> </ul> <p>The Department continues to improve internal controls by ongoing coaching and monitoring. As a result, the number of delayed eligibility determinations has been declining. For fiscal year 2018, three percent of eligibility determinations were delayed, compared to the respective 8.3 percent and 12.5 percent in the previous two years. Additionally, a significant number of the past due cases were delayed by only one to three days, which was often found to be caused by errors in calculating due dates.</p> <p>As of February 2019, the Department:</p> <ul style="list-style-type: none"> <li>• Provided additional training to staff about eligibility requirements and how to accurately calculate the due dates of eligibility determinations.</li> <li>• Defined the criteria for exceptional and unforeseen circumstances and how to document the circumstances. This guidance was added to the Department’s procedure manual and was included in the staff training.</li> <li>• Implemented a new case management system that will help to strengthen the process for review and documentation by supervisors.</li> </ul> <p>The conditions noted in this finding were previously reported in findings 2017-007 and 2016-009.</p> <p>Completion Date: June 2019, subject to audit follow-up</p>

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Audit Report	Finding Number	Finding and Corrective Action Status	
2018 F	018 (cont'd)	Agency Contact:	Lorie Christoferson Deputy Financial Officer PO Box 40933 Olympia, WA 98504-0933 (360) 725-3840 <a href="mailto:Lorie.christoferson@dsb.wa.gov">Lorie.christoferson@dsb.wa.gov</a>

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Department of Services for the Blind

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Audit Report	Finding Number	Finding and Corrective Action Status
2018 F	019	<p>Finding: The Department of Services for the Blind did not have adequate internal controls over reporting requirements for the Vocational Rehabilitation Grant.</p> <p>Corrective Action: In response to prior year’s audit finding, the Department had implemented corrective actions to improve internal controls over the federal reporting process. However, the Department continues to experience staff turnover in the positions that create and review the program cost reports.</p> <p>As of December 2018, the Department hired a consultant to:</p> <ul style="list-style-type: none"> <li>• Assist with an organizational plan for the fiscal unit.</li> <li>• Strengthen internal controls over the federal reporting process, including a secondary review.</li> </ul> <p>The Department anticipates that the organizational plan and hiring of required staff will be completed by March 2020.</p> <p>The conditions noted in this finding were previously reported in findings 2017-010.</p> <p>Completion Date: Corrective action is expected to be complete by March 2020</p> <p>Agency Contact: Lorie Christoferson          Deputy Financial Officer          PO Box 40933          Olympia, WA 98504-0933          (360) 725-3840  <a href="mailto:Lorie.christoferson@dsb.wa.gov">Lorie.christoferson@dsb.wa.gov</a></p>

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2018 F	020	<p>Finding:</p> <p>Corrective Action:</p> <p>Completion Date:</p> <p>Agency Contact:</p>	<p>The Department of Services for the Blind did not have adequate internal controls over and was not compliant with requirements to ensure cash draws were accurate and timely for the Vocational Rehabilitation program.</p> <p>In response to prior year’s audit finding, the Department implemented corrective actions to improve internal controls over cash management. However, the Department continues to experience staff turnover in the positions that perform federal draws.</p> <p>As of December 2018, the Department hired a consultant to:</p> <ul style="list-style-type: none"> <li>• Assist with an organizational plan for the fiscal unit.</li> <li>• Strengthen internal controls over the federal draw process to include a secondary review.</li> </ul> <p>The Department anticipates that the organizational plan and hiring of required staff will be completed by March 2020.</p> <p>The conditions noted in this finding were previously reported in findings 2017-008.</p> <p>Corrective action is expected to be complete by March 2020</p> <p>Lorie Christoferson            Deputy Financial Officer            PO Box 40933            Olympia, WA 98504-0933            (360) 725-3840  <a href="mailto:Lorie.christoferson@dsb.wa.gov">Lorie.christoferson@dsb.wa.gov</a></p>