

Department of Education
Office of Inspector General – Internal Audit
Report # A-2324DOE-007 Issued: January 14, 2025
12 Month Status Report on: Abilities, Inc. of Florida
Status as of: February 20, 2026

Finding	Recommendation(s)	Previous Management Responses	Management Response as of February 20, 2026	Anticipated Completion Date & Contact
<p>Abilities, Inc. did not meet all required contract deliverables, and DVR failed to impose financial consequences on the final invoice.</p>	<p>We recommend that DVR consider seeking reimbursement for the financial consequences associated with unachieved deliverables in the 2022-23 fiscal year and provide written communication to Abilities, Inc. of any financial consequence to be imposed. Should DVR approve deviations from the contractual requirements in future years, DVR should ensure those approvals are documented in the contract file. We further recommend that DVR adjust the deliverables in the Abilities, Inc. contract to more accurately reflect the current demand for services. Finally, we recommend DVR count the Pre-ETS referral deliverable at the time Abilities, Inc. makes the referral rather than waiting until the referred service is completed by a separate vendor.</p>	<p>Management Response as of January 14, 2025</p> <p>There is a yearly reconciliation meeting for Contract 18-146 that historically occurs in August. In FY23 the meeting took place on August 24, 2023. Prior to this meeting, Abilities of Florida Contracts sends the final invoice and budget reconciliation report and Abilities Vice President of Operations sends the deliverable justifications to be reviewed by the Bureau Chief of Field Services. The invoice and deliverable justification documents are sent for review to DVR prior to July 31st. The meeting on August 24, 2023, included the Deputy Director of DVR, the</p>	<p>Management Response</p> <p>July 1, 2025 Contract No. 26-146 was executed with new deliverables. (26-146 is attached). The Bureau adjusted the deliverables to more accurately reflect the current demand for services. State of Florida VR Case Management system, Aware, has the ability to accurately report Abilities of Florida Team’s monthly progress towards these deliverables. Pre-ETS reporting is now only based on time spent in the new contract and not referrals. An amendment has been processed for 26-146 that is in its’ final stages of routing for signature. This</p>	<p>Completed; Tina Herzik VP of Operations, Abilities of Florida VR Program</p>

Department of Education
Office of Inspector General – Internal Audit
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		<p>Bureau Chief of DVR Field Services, Abilities, Inc.'s Vice President of Operations and Abilities, Inc.'s Director of Contracts. During this meeting, the justifications for all deliverables were reviewed and approved by the DVR. Immediately following the meeting, the Deputy Director of DVR at that time, sent an email to Abilities of Florida Contracts instructing us to send a revised final invoice for payment after the DVR determined that there were no penalties assessed for Contract 18-146 in FY23 per our meeting. Our Certificate of Eligibility Determinations (COE's) and Individualized Plans for Employment (IPE's) deliverables were justified due to current contractual goals not being adjusted since the 2020 Pandemic. State of Florida</p>	<p>amendment No. 1 for 26-146 outlines Abilities of Florida to be responsible moving forward for all office supplies. It also includes language that clarifies the current process of Unit Supervisors reviewing cases before they are submitted to the DVR Counselor Analyst. The amendment also now includes expanded language from the Federal Guidelines for the allowable timeframes for Eligibility and IPE decisions (60 and 90 days) and, notes the Federal Guidelines for successful closures to be Competitive Integrated Employment under the deliverables.</p>	

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		<p>DVR referrals and caseloads were not fully back to capacity due to the Pandemic. The increased amount of potentially eligible cases on our caseloads also impacted these deliverables. The State of Florida DVR agreed with our justification on our final numbers and no penalties were assessed. For completed employment outcomes, Abilities of Florida documentation showed we exceeded the expected deliverable based on the DVR's Successful Outcome Matrix. Abilities of Florida VR offices almost doubled the amount expected per the Matrix. The Matrix was put in place by the State of Florida DVR and added to our contract via an amendment to address Statewide vacancies and the</p>	<p>(waiting for final signed amendment) Tina Herzik VP of Operations, Abilities of Florida VR Program</p>	

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		<p>variance for expected deliverables between new and experienced VR counselors throughout the State. At the end of FY23, there was an impending system change by DVR to the new Aware Database system which resulted in no accurate Pre-ETS reporting received by Abilities of Florida during May and June 2023. During reconciliation for Pre-ETS services provided, there were discrepancies in the State of Florida DVR's final reporting versus the monthly reports Abilities of Florida received throughout FY23. Due to this, Abilities of Florida was unable to obtain accurate Pre-ETS deliverable data from the DVR. Based on the reports that Abilities of Florida received monthly throughout</p>		

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		<p>FY23 from DVR, this goal was achieved. The FY23 vacancy rate deliverable in the contract was the lowest it has ever been. The justification that was approved by the DVR was due to the South Florida VR vacancies. These vacancies were the result of high cost of housing and living expenses versus low pay scales for the positions in these areas. The State of Florida DVR, who also had high vacancy rates, was in process of increasing the salaries Statewide, and accepted our justification for the staffing deliverables in FY23.</p> <p>In summary, we believe all justifications were appropriately approved by the State of Florida DVR based on the following:</p> <ul style="list-style-type: none"> • The FY23 deliverables not being adjusted since 		

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		<p>the beginning of the 2020 Pandemic</p> <ul style="list-style-type: none"> • The large number of Transition Age Youth and potentially eligible cases throughout our units • The approved Successful Closures Matrix showing we exceeded our goals • The State of Florida DVR wage initiative not taking effect until the beginning of FY24 that resulted in a high number of vacancies in South Florida positions. <p>Management Response as of July 14, 2025</p> <p>Post Audit, the State of Florida DVR approved a new contract</p>		

Department of Education
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		<p>for FY 25 with adjusted deliverables that were more in line with the current year and current caseloads. The new case management system has a better reporting capability that aligns with managing these deliverables. The Bureau Leaders have adjusted the deliverables again for FY 26, and we are in agreement with the negotiated deliverables. (Attached are the FY 25 Contract and Contract Amendment for the updated and current deliverables.) Tina Herzik, VP of Operations VR Program.</p> <p>Anticipated Completion Date & Contact Contact will be Contract Director Sharon Potts, Abilities of Florida</p>		

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		(New Contract for FY 26 will be executed as of 7/1/25.)		
<p>Abilities, Inc. failed to timely report employment status changes for seven separated employees as required by statute.</p>	<p>We recommend Abilities, Inc. ensure the change in employment status is reported to the CPBSC within the time frame required by statute.</p>	<p>Management Response as of January 14, 2025</p> <p>Concur. There was a staffing changeover in Abilities of Florida in the position that was responsible for this reporting during the FY23 audit period. The process that is in place currently has resolved this issue.</p> <p>Management Response as of July 14, 2025</p> <p>There was a HR staffing change in Abilities of Florida on 5/19/25. There is now a tenured manager overseeing the CRW/BGS process. The manager sets a calendar reminder for separation of the</p>	<p>Regarding the finding that three terminated employees remained active on the roster, they have now been removed. As a result of the primary point of contact conducting a full review of the master roster and having compared it against internal termination records, all records are now accurate within the Clearinghouse system. During the audit period, the primary point of contact was on medical leave for approximately six weeks, which may have contributed to terminations being missed during that timeframe.</p>	<p>In Progress; Ashley Keddie HR Manager</p>

Department of Education
Office of Inspector General – Internal Audit
Report # A-2324DOE-007 Issued: January 14, 2025
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		<p>employee’s final day to enter in the Clearinghouse. On that date, she processes the termination in the Clearinghouse. Since entering a separation date permanently removes the record, she waits until the official last day to ensure accuracy. The ongoing process currently ensures the change in employment status is reported to the CPBSC within the time frame required by statute.</p> <p>Anticipated Completion Date & Contact <i>Ashley Keddie, Abilities of Florida HR Manager</i></p>	<p>For the finding related to four new hires, it was confirmed that they had already been removed in the appropriate timeframe from the Clearinghouse. To strengthen controls moving forward, current processes will remain in place with the addition of a weekly audit of terminations, during which an internal termination report will be run and compared against the CRW roster to ensure timely and accurate updates. Additionally, a secondary/backup contact has now been fully trained on CRW roster responsibilities and will serve as support during any absence of the primary contact for both</p>	

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Office of Inspector General – Internal Audit
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			terminations and new hire processing. These actions are intended to improve continuity, reduce the risk of future discrepancies, and ensure roster accuracy on an ongoing basis.	

Department of Education
Office of Inspector General – Internal Audit
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<p>Abilities, Inc. did not meet all required contract deliverables, and DVR failed to impose financial consequences on the final invoice.</p>	<p>We recommend that DVR consider seeking reimbursement for the financial consequences associated with unachieved deliverables in the 2022-23 fiscal year and provide written communication to Abilities, Inc. of any financial consequence to be imposed. Should DVR approve deviations from the contractual requirements in future years, DVR should ensure those approvals are documented in the contract file. We further recommend that DVR adjust the deliverables in the Abilities, Inc. contract to more accurately reflect the current demand for services. Finally, we recommend DVR count the Pre-ETS referral deliverable at the time Abilities, Inc. makes the referral rather than waiting until the referred service is completed by a separate vendor.</p>	<p>Management Response as of January 14, 2025</p> <p>Concur. DVR will ensure that any deviations from contractual requirements are properly documented in the Abilities, Inc., contract file. DVR executed a new contract with Abilities Inc., that included new deliverables that accurately reflect the current demand for services. Going forward, DVR will count the pre-ETS referrals at the time Abilities, Inc. makes the referral instead of waiting until the referred service is completed by a separate vendor. DVR recouped \$454,500 from Abilities, Inc., in unspent funds from the 2022-2023 fiscal year.</p> <p>Management Response as of July 14, 2025</p>	<p>The current executed contract includes deliverables that accurately reflect the current demand for services. Since execution of the current contract, all contract deliverables have been met; therefore, there has not been a need to issue a financial penalty. The DVR will continue to monitor via invoice submission and formal contract monitoring and issue financial penalties, as appropriate.</p> <p>The current executed contract requires the provider report all time spent on direct Pre-ETS services to the DVR. This provides the DVR with data for all Pre-ETS</p>	<p>Completed</p> <p>Victoria Aguilar, Bureau of Vendor and Contracted Services General and Operations Manager I (850) 245-3289</p> <p>Diocelina Sandoval-Morales Bureau of Vendor and Contract Services Assistant Chief (850) 245-3412</p> <p>Monica Edwards, Bureau of Vendor and Contract Services Chief (850) 245-3344</p> <p>Leah Compagnone-Bolt Deputy Director</p>

Department of Education
Office of Inspector General – Internal Audit
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		<p>DVR has developed the new Abilities contract (for state fiscal year 2025-2026). The contract deliverables have been modified to accurately reflect the current demand for services. Financial consequences were also strengthened and increased to ensure contractor accountability. DVR will provide written communication to Abilities Inc., of any financial consequences to be imposed. Under the new contract, DVR will count the pre-ETS referrals at the time Abilities, Inc. makes the referral instead of waiting until a separate vendor completes the referred service. Any DVR-approved deviations to contract requirements will be documented in the contract file.</p> <p>Anticipated Completion Date: July 2025</p>	<p>direct services, including time spent on the five services required in the federal regulations. All other data for Pre-ETS services are captured in the DVR’s case management system, required for use by the provider via the contract.</p>	<p>(850) 245-3272 Kelly Rogers, Director (850) 245-3270</p>

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<p>Consumer service records had missing or incomplete documentation.</p>	<p>We recommend DVR review and approve eligibility determinations according to statutory requirements. We also recommend that DVR review a sample of closed CSRs during their monitoring activities.</p>	<p>Management Response as of January 14, 2025</p> <p>Concur. DVR’s Bureau of Vendor and Contracted Services, Contract Administration and Management (CAMs) Unit will work with the Bureau of Compliance and Quality Assurance (BCQA) to review and approve eligibility determinations according to statutory requirements and will review a sample of consumer service records (CSRs) during desktop monitoring, to ensure the documents are consistent with statutory requirements. BVCS will also coordinate with the Bureau of Field Services (BFS) regarding training and support to ensure consumer service record maintenance and documentation are in compliance with statutory</p>	<p>Since July 2025, DVR management staff monitored case records to ensure compliance with statutory requirements, including client eligibility, documentation, case closures, and appropriate authorization and payment of services. This included onsite visits to area offices, provider locations and self-employment client locations. The DVR has strengthened its monitoring processes and procedures based on the reviews.</p> <p>On 9/2, 9/9 and 9/12/2025, DVR developed and conducted mandatory training on statutory requirements</p>	<p>Completed</p> <p>Victoria Aguilar, Bureau of Vendor and Contracted Services General and Operations Manager I (850) 245-3289</p> <p>Diocelina Sandoval Morales Bureau of Vendor and Contract Services Assistant Chief (850) 245-3412</p> <p>Monica Edwards, Bureau of Vendor and Contract Services Chief (850) 245-3344</p> <p>Terry Hoffman, Bureau of Compliance and Quality Assurance Chief</p>

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		<p>requirements. The CAMs unit will communicate to the contractor any findings/concerns in a detailed monitoring report. DVR will meet with Abilities, Inc., to review the report and discuss any corrective actions to be completed by the contractor.</p> <p style="text-align: center;">Management Response as of July 14, 2025</p> <p>DVR’s Bureau of Vendor and Contracted Services (BVCS) (BVCS) is working with the Bureau of Compliance and Quality Assurance (BCQA) and the Bureau of Field Services (BFS) to ensure eligibility determinations are reviewed and approved according to statutory requirements. BVCS will also coordinate with BFS and BCQA on standardizing appropriate case note</p>	<p>for case management and oversight, including eligibility determinations, for all Counselors in the state.</p> <p>The DVR conducted monitoring of the Abilities contract with a final report of August 15, 2025. No findings were identified, and the final report was reviewed and discussed with Abilities, Inc. The DVR will continue to monitor all contracts in accordance with risk assessments and division priorities.</p>	<p>(850) 245-3290 Leah Compagnone-Bolt Deputy Director (850) 245-3272 Kelly Rogers, Director (850) 245-3270</p>

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		<p>documentation and quality assurance of proper caseload management during DVR’s New Counselor Training to satisfy requirements outlined in the 2024 RSA Monitoring Report. BVCS is currently reviewing a sample of closed consumer service records (CSRs) during the biannual contract monitoring to ensure the documents are aligned with statutory requirements and terms of the contract. The new Abilities contract includes a deliverable for the monitoring of caseload management processes which includes case note documentation. BVCS will communicate to the contractor any findings and corrective actions in a detailed report following the biannual contract monitoring. DVR will also meet with Abilities to review this</p>		

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		<p>report and discuss next steps to be completed by the contractor.</p> <p>Anticipated Completion Date & Contact August 2025</p> <p>Victoria Aguilar, Bureau of Vendor and Contracted Services General and Operations Manager I (850) 245-3289</p> <p>Diocelina Sandoval Morales Bureau of Vendor and Contract Services Assistant Chief (850) 245-3412</p> <p>Monica Edwards, Bureau of Vendor and Contract Services Chief (850) 245-3344</p> <p>Jessica Campbell Bureau of Field Services Chief (850) 245-3482</p> <p>Terry Hoffman Bureau of Compliance and Quality Assurance Chief (850) 245-3290</p> <p>Kelly Rogers,</p>		

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		<p style="text-align: center;">Director (850) 245-3270</p>		
<p>DVR did not provide effective monitoring in accordance with the monitoring plan.</p>	<p>We recommend DVR conduct monitoring in accordance with the risk assessment and monitoring plan. After each monitoring event, we recommend DVR promptly provide the monitoring results in writing with any recommendations for improvement to Abilities, Inc. and ensure they complete corrective action on noted deficiencies.</p>	<p>Management Response as of January 14, 2025</p> <p>Concur. The CAMs Unit contract manager will work with BCQA to conduct desktop and onsite monitoring in accordance with the Abilities, Inc. contract risk assessment and monitoring plan. Deficiencies will be addressed and recommendations for improvement will be communicated to the contractor and follow-up on corrective actions will be performed. Review of deliverables and supporting documentation will be regularly reviewed. In</p>	<p>The DVR completed a monitoring of the Abilities contract in accordance with the risk assessment. The final report was issued on August 15, 2025, with no findings.</p> <p>The DVR continues to monitor the contract through invoice processing reviews and formal contract monitoring.</p>	<p>Completed</p> <p>Victoria Aguilar, Bureau of Vendor and Contracted Services General and Operations Manager I (850) 245-3289</p> <p>Diocelina Sandoval Morales Bureau of Vendor and Contract Services Assistant Chief (850) 245-3412</p> <p>Monica Edwards, Bureau of Vendor</p>

Department of Education
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		<p>accordance with the contract, DVR will conduct desktop monitoring in January 2025 and onsite monitoring in June 2024. The desktop monitoring report will be finalized by March 2025 and the onsite monitoring to be finalized by August 2025 for any findings and recommendations, if applicable. In accordance with section 287.057, F.S, the Department has established a continuing oversight team of five (5) members to meet at least monthly to discuss the pace and quality of deliverables as well as all other aspects related to the contract.</p> <p style="text-align: center;">Management Response as of July 14, 2025</p> <p>BVCS is currently monitoring the Abilities, Inc., for the SFY 2024-25 contract in accordance</p>		<p>and Contract Services Chief (850) 245-3344 Leah Compagnone-Bolt Deputy Director (850) 245-3272 Kelly Rogers, Director (850) 245-3270</p>

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		<p>with the Contract Monitoring Standard Operating Procedure, the contract risk assessment and monitoring plan. The BVCS Contract Manager is reviewing all submitted documentation from the contractor and will address any deficiencies and provide the contractor, in writing, with recommendations for improvement. In addition, there will be follow-up on corrective actions performed, as necessary. In accordance with section 287.057, F.S, the Department will establish a continuing oversight team to meet at least monthly to discuss the quality of deliverables as well as all other aspects related to the contract.</p> <p>Anticipated Completion Date: August 2025 Victoria Aguilar, Bureau of Vendor and Contracted Services</p>		

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		<p>General and Operations Manager I (850) 245-3289</p> <p>Diocelina Sandoval Morales Bureau of Vendor and Contract Services Assistant Chief (850) 245-3412</p> <p>Monica Edwards, Bureau of Vendor and Contract Services Chief (850) 245-3344</p> <p>Terry Hoffman Bureau of Compliance and Quality Assurance Chief (850) 245-3290</p> <p>Kelly Rogers, Director (850) 245-3270</p>		