

Department of Education
Office of Inspector General – Internal Audit
Six-Month Status Report on: Evolving Lives, Inc.
Report #A-2425DOE-009 Issued: October 10, 2025
Status as of April 10, 2026

Finding	Recommendation(s)	Previous Management Response(s)	Management Response as of April 10, 2026	Anticipated Completion Date & Contact
<p>Evolving Lives provided substantial Supported Employment Services with employees that did not possess the requisite credentials.</p>	<p>We recommend that DVR ensure that provider employees providing SE services have the proper certifications prior to approving and paying for those services, either through enhanced system controls or enhanced manual reviews. We recommend that DVR provide clarification in the PORGH to ensure consistency with the certification requirements listed in the Vendor Registration Qualification Manual and the directives in the Employment Services Provider and Employment Specialist applications.</p>	<p>Management Response as of October 10, 2025</p> <p>Concur. Since DVR’s case management system (Aware) does not track Supported Employment Services employees, DVR will send a list to providers biannually to verify the individuals certified for Supported Employment. This will be conducted in the Fall and Spring of each year, and DVR will verify the employees to ensure that all records are current. DVR is currently revising the Programmatic Operations Resource Guide (PORGH) to ensure consistency with the certification requirements in the Vendor Registration Qualification Manual and the directives in the Employment Services Provider and Employment Specialist</p>	<p>In Fall of 2025, the DVR conducted a verification of individuals certified for Supported Employment by providing each provider with a corresponding list for review. Evolving Lives confirmed that the DVR’s records were accurate.</p> <p>The DVR is currently conducting a verification for individuals certified for Supported Employment for Spring 2026. Providers have been issued updated lists and will confirm the accuracy of these records.</p> <p>Revisions to the PORGH remain ongoing along with updates to Rule 6A-25.021, F.A.C. and the Employment Services Provider application. These efforts</p>	<p>In Progress</p> <p>Anticipated Completion Date: June 30, 2026</p> <p>Nicolette Bradford, Bureau of Vendor and Contracted Services Lead Provider Manager (850) 245-3355</p> <p>Victoria Hill Bureau of Vendor and Contract Services Assistant Chief (850) 245-3493</p> <p>Monica Edwards,</p>

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		<p>applications. Additionally, DVR is updating Rule 6A-25.021, Florida Administrative Code (F.A.C.) along with the Employment Services Provider (Fee-for-Service) application. Changes will be made to each document to ensure consistency and alignment with the DVR mission and current policies. The anticipated completion date is June 30, 2026.</p>	<p>will ensure alignment with current policies and the DVR mission. The anticipated completion date remains June 30, 2026.</p>	<p>Bureau of Vendor and Contract Services Chief (850) 245-3344 Terry Hoffman, Bureau of Compliance and Quality Assurance Chief (850) 245-3290 Leah Compagnone-Bolt Interim Director (850) 245-3272</p>
<p>Evolving Lives submitted invoices for services with insufficient information and supporting</p>	<p>We recommend that DVR review and clarify the PORGH language regarding invoice date submission and MPR documentation. Additionally, we recommend</p>	<p>Management Response as of October 10, 2025</p> <p>Concur. DVR is updating language in the PORGH and will conduct a review to clarify</p>	<p>The DVR Bureau of Policy, Learning and Engagement, Learning and Development Office (LDO) conducted mandatory training on Processing Vendor</p>	<p>In Progress</p> <p>Nicolette Bradford, Bureau of Vendor and</p>

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<p>documentation to demonstrate that they performed the services in compliance with the PORGH, and DVR paid those invoices.</p>	<p>DVR ensure invoices and supporting documentation are complete and timely prior to approving the invoices for payment.</p>	<p>invoice date submissions to ensure consistency with current DVR policies. DVR no longer uses monthly progress report (MPR) documentation; instead, DVR relies on documented case notes in Aware. Regarding the invoice date, DVR’s Learning and Development Office (LDO) conducted trainings from September 17 through 22, 2025, that covered topics related to payment processing and included guidance on date requirements. DVR will ensure that LDO is available to offer additional training to staff. This is to ensure invoices and supporting documentation are complete and submitted on time before approval for payment. The anticipated completion date is December 31, 2025.</p>	<p>Requested Payments, which was delivered to the appropriate field staff between February 6 and 18, 2026, with 100% compliance.</p>	<p>Contracted Services Lead Provider Manager (850) 245-3355 Victoria Hill Bureau of Vendor and Contract Services Assistant Chief (850) 245-3493 Monica Edwards, Bureau of Vendor and Contract Services Chief (850) 245-3344 Terry Hoffman, Bureau of Compliance and Quality</p>

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				Assurance Chief (850) 245-3290 Leah Compagnone-Bolt Interim Director (850) 245-3272
DVR did not effectively monitor Evolving Lives in compliance with the Provider Monitoring Guidebook.	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 Evolving Lives and ensure they complete corrective action on any noted deficiencies.	Management Response as of October 10, 2025 Concur. DVR previously conducted monitoring for Evolving Lives; however, a monitoring report was not submitted to the provider. The monitoring was not conducted in accordance with The Provider Monitoring Guidebook. The Provider Monitoring Guidebook has since been discontinued. Currently, DVR is creating an annual monitoring plan for providers. Biannual monitoring	The DVR created monitoring plans for providers to ensure compliance with their contractual agreements. The DVR completed a Proven Functional System (PFS) monitoring review of Evolving Lives during Fall 2025. The monitoring resulted in minor issues of non-compliance where authorization start and end dates did not match what was in the Aware case management system. On	Completed Nicolette Bradford, Bureau of Vendor and Contracted Services Lead Provider Manager (850) 245-3355 Victoria Hill Bureau of Vendor and Contract

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		<p>of the providers’ Proven Functional System (PFS) is conducted randomly in the Fall and Spring. Monitoring for Evolving Lives is in progress for Fall 2025. Upon completion of the monitoring process, Evolving Lives will receive a letter of compliance or noncompliance. This corrective action is in progress with an anticipated completion date of June 30, 2026.</p>	<p>September 19, 2025, the provider was issued a letter of Non-Compliance and was given ten (10) calendar days to remedy the issue. The provider resolved the issue before the deadline. Subsequently, the provider was issued a Compliance letter on September 29, 2025, at the conclusion of the monitoring period. The DVR will continue to provide results in writing to the providers after each monitoring event.</p>	<p>Services Assistant Chief (850) 245-3493 Monica Edwards, Bureau of Vendor and Contract Services Chief (850) 245-3344 Terry Hoffman, Bureau of Compliance and Quality Assurance Chief (850) 245-3290 Leah Compagnone-Bolt Interim Director (850) 245-3272</p>

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<p>Evolving Lives provided substantial Supported Employment Services with employees that did not possess the requisite credentials.</p>	<p>We recommend that Evolving Lives ensure that a properly certified employee provides all SE services in accordance with the Vendor Registration Qualification Manual and the directives in both their signed Employment Services Provider and Employment Specialist applications.</p>	<p>Management Response as of October 10, 2025</p> <p>Disagree. Participants were serviced by SE certified specialist. We were unaware this included invoice documentations that are general to processing authorizations. We will ensure all staff having contact with SE participants are certified by approved agencies according to VR standards. Early 2026 other staff will be SE certified.</p> <p>Inspector General’s Rebuttal</p> <p>Notwithstanding Evolving Lives, Inc.’s response, the DVR Vendor Registration Qualification Manual states, “all employees who will provide Supported Employment Services must also have a training certificate in</p>	<p><i>Neha Ahmad has taken and approved the first part (Best Practices in Supported Employment) to be Certified as Supported Employment Specialist. A Certificate of Completion for the topic of Best Practices in Supported Employment granted by Training Support Network, In. is attached. She plans to take the second part of the training before middle of April. Remaining staff will follow.</i></p> <p><i>Currently, only Amanda Soler and Lakisha Gomes, Certified Supported Employment Specialists, are in charge of all Supported Employment cases.</i></p>	<p><i>(Mark as Not Started, In Progress, or Completed and Insert Response Here)</i></p> <p>In progress</p> <p>Date of completion: By end of April, 2026</p> <p>Contact: Francisco Enriquez and Khristopher Lucin</p>

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		<p>Supported Employment from a state or nationally recognized Supported Employment Program.” Evolving Lives, Inc. staff each signed their Employment Services Provider Application, multiple DVR Fee-For-Service Provider Employee Contact Forms, and multiple Employment Specialist Applications containing the same language requiring all employees that provide Supported Employment Services to have a training certificate in Supported Employment (SE) from a state or nationally recognized Supported Employment Program. Additionally on 53 occasions, non-certified Evolving Lives, Inc. staff signed documents attesting they delivered SE services. As such, this finding will stand as presented.</p>		

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<p>Evolving Lives submitted invoices for services with insufficient information and supporting documentation to demonstrate that they performed the services in compliance with the PORGH, and DVR paid those invoices.</p>	<p>We recommend Evolving Lives enhance its internal procedures to ensure all required information and supporting documentation is maintained and provided to DVR with the submitted invoices.</p>	<p>Management Response as of October 10, 2025</p> <p>Disagree. Payments cannot be provided to us without proper documentation by Tallahassee. Due to AWARE system not being functional at the time, errors or incomplete forms were addressed via email contact with VRC or Technicians. Effective immediately all documents will be reviewed and submitted through AWARE now that it has been updated to process payments.</p> <p><i>Inspector General's Rebuttal</i></p> <p>Notwithstanding Evolving Lives, Inc.'s response, the PORGH specifies that the "Vendor requested payment must be submitted in Aware." Invoices for nineteen of the sampled</p>	<p>All required documents are attached in AWARE when requesting payment of any of the benchmarks. Also, and as needed, documents are uploaded to AWARE and emailed to the assigned VRC for approval.</p>	<p>In Progress 05/2026. Contact: Francisco Enriquez and Khristopher Lucin.</p>

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		<p>authorizations were paid by DVR even though the necessary documentation, such as evidence of completion or supporting documents, were missing in Aware. Further, Evolving Lives, Inc. did not provide sufficient evidence that they submitted all information and supporting documents with their invoices per the PORGH requirement, even if the submission occurred outside of Aware. DVR paid those invoices despite the missing information and documentation. As such, this finding will stand as presented.</p>		