

**Department of Education
Office of Inspector General – Internal Audit
Six-Month Status Report on: Red Lion Jobs, Inc.
Report # A-1718DOE-021 Issued: November 30, 2018
Status as of May 30, 2019**

Finding	Recommendation(s)	Management Response as of November 30, 2018	Management Response as of May 30, 2019	Anticipated Completion Date & Contact
DVR did not conduct monitoring in accordance with the monitoring plan.	We recommend DVR conduct semi-annual RIMS data analyses and sample case reviews and conduct full monitoring once every 18 months of the Red Lion agreement based on the risk evaluation. In addition, we recommend DVR promptly provide the monitoring results and recommendations for improvement to Red Lion and ensure corrective action has been initiated on noted deficiencies.	DVR has put new monitoring processes in place that changed the monitoring frequency associated with each risk level. We have reassessed risk level for all providers. Red Lion Jobs, Inc. is now considered a low risk Provider, requiring full monitoring every 36 months. New monitoring processes now include providing the monitoring results and recommendations to the Provider.	DVR is continuing to monitor this Provider, and document our monitoring efforts. DVR is notifying the Provider of deficiencies and recommendations, as applicable.	Complete and Ongoing Maggie Munsey 245-3386
One Red Lion employee did not have proper credentials to provide supported employment services, and DVR did not ensure required personnel credentials	We recommend DVR, upon receipt of the quarterly staff reports, ensure the required credentials are on file prior to approval to provide direct services. We recommend DVR review RIMS documentation on a periodic basis and ensure the	DVR will conduct a review of employment specialist credentials to ensure qualifications are accurately reflected in RIMS. It is the practice of DVR to deny benchmark payments when it is confirmed that an Employment Specialist is not qualified to	DVR conducted a review of all current Employment Specialists (ES) providing supported employment services. Each record was checked to determine if a Supported Employment certificate was on file. We notified ESs without a	Complete Maggie Munsey 245-3386

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<p>were obtained prior to approval.</p>	<p>specialists assigned and working on DVR customer cases obtained the proper credentials to provide the services assigned. We recommend DVR deny benchmark payments to Red Lion in cases where uncertified specialists assist DVR SE customers. We additionally recommend DVR revise the provider manual to require the providers to submit an employee contact form upon modification of a specialist's status (Ex. Status change from an employment specialist to a supported employment specialist).</p>	<p>provide services. DVR will include the recommended requirement in the next revision of the provider manual.</p>	<p>certificate they needed to provide a certificate or be de-certified from providing these services until a certificate is received by DVR.</p>	

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<p>One Red Lion employee did not have proper credentials to provide supported employment services.</p>	<p>We recommend Red Lion ensure all employees obtain SE certification prior to assignment to DVR SE customers.</p>	<p>Concur. DVR and Red Lion Jobs, Inc. were both in error. Red Lion Jobs will ensure Employment Specialists have required certification prior to assigning supported employment cases. Red Lion Jobs, Inc. was in error in assigning any case to an Employment Specialist prior to them obtaining the two day Certification for the Supported Employment Specialist title. All of our current Employment Specialists are Certified Supported Employment Specialists. As we hire new Employment Specialists, we will get them certified as soon as possible given the class schedules offered by APD. We will submit a copy of the Certification to the State as soon as it is obtained. Until certified as a Supported Employment Specialist, Red Lion Jobs, Inc.</p>	<p>From said date (November 30, 2018) to current Red Lion Jobs has ensured Employment Specialists have required certification prior to assigning supported employment cases. All of our current Employment Specialists are Certified Supported Employment Specialists except for one in which this ES has not serviced any Supported Employment Clients. As we hire new Employment Specialists, we have and will continue to get them certified as soon as possible given the class schedules offered by APD. We will submit a copy of the Certification to the State as soon as it is obtained. Until certified as a Supported Employment Specialist, Red</p>	<p>Completed</p> <p>Contact – Anita Rothard (inforedlionjobs@gmail.com) or Cherry Owens Harvey (cherry.redlion@gmail.com)</p>

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		<p>will not be assigning any supported cases to that Employment Specialist. There was only one benchmark met, that of an ICP, during the time the Employment Specialist worked the cases. It will be most helpful if DVR conducts monitoring in accordance with monitoring plans.</p>	<p>Lion Jobs, Inc. will not be assigning any supported cases to that Employment Specialist.</p>	