

**FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY
SIX MONTH STATUS OF CORRECTIVE ACTIONS FOR AUDITOR GENERAL REPORT NO. 2017-180,
STATE OF FLORIDA – COMPLIANCE AND INTERNAL CONTROLS OVER FINANCIAL REPORTING AND FEDERAL AWARDS
FOR THE FISCAL YEAR ENDED JUNE 30, 2016**

<u>Finding Number</u>	<u>Program/Area</u>	<u>Brief Description</u>	<u>Status of Finding</u>	<u>Comments</u>
2016-010	Unemployment Insurance (UI) CFDA No. 17.225	The Florida Department of Economic Opportunity (FDEO) did not always ensure that UI benefit payments were made only to eligible claimants.	Not Corrected	<p>The FDEO has identified an enhancement that is presently in progress to address this finding.</p> <p>The enhancement was originally scheduled to be implemented in April 2017, however, due to additional business requirements identified during design analysis discussions, phase 1 of these changes should be implemented by November 2017. Phase 2 should be implemented by January 2018. These phases will address programmatic changes needed to display all of the details entered by the claimant captured in the database during the Continued Claims process on the PDF:</p> <p>Several fields are required to be entered by the claimant during the continued claim process, but only the date of contact, employer name, person contacted, phone, email, method of contact and comments are displayed on the PDF.</p> <p>Additional corrections will be made to the validation logic for the work search fields (i.e., if the claimant indicated "In-Person" method of contact, the claimant would be required to enter the Employer's address). Also, messaging and validation logic will be updated to prevent claimants from entering the same employer multiple times in one week and will be added to the system.</p>

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Finding Number	Program/Area	Brief Description	Status of Finding	Comments
2016-011	Unemployment Insurance (UI) CFDA No. 17.225	Data reported on quarterly Federal Financial Reports (FFRs) was not always accurate, complete, or adequately supported.	Partially Corrected	FDEO is current with ETA 227 reports. Populations 12-15 have been submitted and passed. A programming correction was made to the way data was pulled for <i>Section B. Overpayments Established - Methods of Detection</i> . This resulted in the discovery of another issue needing to be addressed. This issue is scheduled for completion by October 2017. FDEO will need guidance from USDOL as to which quarters should be re-run once the issue is resolved.
2016-012	Unemployment Insurance (UI) CFDA No. 17.225	The FDEO could not provide complete records to demonstrate that benefit overpayments were properly identified. In addition, the FDEO did not always accurately identify overpayments or recover overpayments through an offset against UI benefit payments.	Partially Corrected	Collection Agency files are run as required. FDEO continues to identify and implement enhancements to improve the processing of data. One of these issues is scheduled for resolution by January 2018. As of June 2017, FDEO is providing a monthly report to the Auditor General's office. This report helps to ensure accurate data is provided of overpayment listings reviewed during future audits. The report captures a snapshot of live data not altered by the "retro" process.

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2016-013	Unemployment Insurance (UI) CFDA No. 17.225	The FDEO did not follow established benefit accuracy measurement (BAM) case investigation procedures and methodology to meet Federal BAM program testing requirements.	Partially Corrected	<p>BAM samples are completed weekly as required by USDOL.</p> <p>As of August 21, 2017, batches 201627 through 201734 have been assigned. Paid/Denied case investigations through Batch 201725 have been completed. Batch 201725 was completed before its sixty day timeliness due date of August 23, 2017. Florida's 60 day case completion time lapse for paid case accuracy is 99.75% and 98.99% for denied case accuracy through batches 201725.</p> <p>A fix is in progress to retain the NDNH Crossmatch documentation as applicable in the BAM Case file. This issue is currently scheduled for resolution by November 2017.</p> <p>The Internal DEO BAM Manual has been revised to comply with the Auditor's recommendations.</p> <p>Internal staff training was conducted in-person by USDOL in March 2016. Internal BAM Investigator Training was conducted August 16th-17th 2017 for all BAM staff.</p>

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2016-032	Temporary Assistance for Needy Families (TANF) Cluster CFDA No. 93.558	The FDEO did not modify subaward agreements to notify subrecipients of changes in Federal regulations.	Fully Corrected	Starting April 1, 2017, FDEO began communicating applicable Federal regulations and any changes in required award information through FDEO's Notices of Award/Notice of Fund Availability (NFAs) rather than amending the subaward agreements each time there is a change in Federal regulations. FDEO staff review each NFA when they are issued to ensure all required references to applicable Federal regulations are accurate and complete.