

**SIX MONTH STATUS OF CORRECTIVE ACTIONS FOR AUDITOR GENERAL REPORT NO. 2018-189,
STATE OF FLORIDA – COMPLIANCE AND INTERNAL CONTROLS OVER FINANCIAL REPORTING AND FEDERAL AWARDS
FOR THE FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY (FDEO)
FOR THE FISCAL YEAR ENDED JUNE 30, 2017
SEPTEMBER 24, 2018**

<u>Finding No(s).</u>	<u>Program/Area</u>	<u>Brief Description</u>	<u>Status of Finding</u>	<u>Comments</u>
2017-007	Unemployment Insurance (UI) CFDA No. 17.225	Internal controls for the Electronic Payment Care (EPC) Processing and Settlement System need improvement.	Fully Corrected	The Service organization providing electronic access card (debit card) services for FDEO corrected all control exceptions noted in the service organization's independent auditor's report during the period July 1, 2016 to June 30, 2017. This information was reported in the service organization's System and Organization Control (SOC 1) Report on the Suitability of the Design and Operating Effectiveness of Controls. The report was issued 8.31.17.
2017-008	Unemployment Insurance (UI) CFDA No. 17.225	FDEO expenditures related to the UI program were not always incurred within the authorized period of performance.	Fully Corrected	The expenditures referenced were corrected during the course of the audit and DEO procedures to address period of performance were revised on 1.4.18.
2017-009	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	The Department has initiated a validation project to review the data on the Federal Reports (ETA Reports), which includes the ETA 227. The review and validation of the ETA 227 will be completed by the end of 2018. The Department has also initiated a project to store and maintain the data reported on the ETA Reports.

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2017-010	Unemployment Insurance (UI) CFDA No. 17.225	The FDEO did not always timely or accurately identify benefit overpayments.	Partially Corrected	Issues identified from finding 2017-009, once resolved, will assist with correcting this finding. In addition, the ticket logged to address how the RA Benefit system calculates available account balance will be prioritized by management, as the effort is substantial and may require extensive framework changes.
2017-011	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>This is being addressed by AG Auditor Milli Aschauer in the current Reemployment Assistance / Information Technology audit, regarding the NDNH Crossmatch. Indicated plan of implementation will be completed by the end of 2018.</p> <p>The Department will put additional safeguards in place by developing procedures for supervisory reviews of Benefit Accuracy Measurement (BAM) case investigations to ensure required case file documentation is maintained. The documented procedures will be completed by the end of 2018.</p>

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2016-010	Unemployment Insurance (UI) CFDA No. 17.225	The FDEO did not always ensure that UI benefit payments were made only to eligible claimants.	Partially Corrected	<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>The FDEO has identified an enhancement that is presently in progress to address this finding. The enhancement will address programmatic changes needed to display all the details entered by the claimant captured in the database during the Continued Claims process on the PDF.</p> <p>Additional corrections will be made to the validation logic for the work search fields. (For example, 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.</p> <p>These corrections will be completed by Summer 2019.</p>