



FLORIDA OFFICE OF EARLY  
LEARNING OFFICE OF  
INSPECTOR GENERAL

*Annual Report for Fiscal Year 2016-17*

September 28, 2017

Rodney J. MacKinnon  
Executive Director

Sarah Beth Hall  
Inspector General



OFFICE OF  
**Early Learning**

LEARN EARLY. LEARN FOR LIFE.

**Pam Stewart**  
Commissioner of Education  
**Rodney MacKinnon**  
Executive Director

September 28, 2017

Mr. Rodney J. MacKinnon, Executive Director  
Florida Office of Early Learning  
250 Marriott Drive  
Tallahassee, FL 32399

Subject: OIG Annual Report for Fiscal Year 2016-17

Dear Executive Director MacKinnon:

In accordance with Section 20.055(8), Florida Statutes, I am pleased to present the Annual Report for the Office of Inspector General (OIG). This report reflects the activities and accomplishments of the OIG for Fiscal Year 2016-17.

We remain committed to the goals of the Florida Office of Early Learning and to our work to provide a central point for coordination of and responsibility for activities that promote accountability, integrity, and efficiency.

If you have any questions or require additional information, please contact me. Thank you for your continued support of our efforts.

Sincerely,

A handwritten signature in blue ink that reads 'Sarah Beth Hall'.

Sarah Beth Hall  
Inspector General



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## INTRODUCTION

The role of the Office of Inspector General (OIG) is to provide a central point for coordination of, and responsibility for, activities that promote accountability, integrity, and efficiency in the government. Section 20.055, Florida Statutes, defines the duties and responsibilities of agency inspectors general. The statute requires that the OIG submit an annual report, no later than September 30 of each year, summarizing the office activities during the preceding state fiscal year.

This report includes, but is not limited to:

- A description of activities relating to the development, assessment, and validation of performance measures.
- A description of significant abuses and deficiencies relating to the administration of programs and operations of the agency disclosed by investigations, audits, reviews, or other activities during the reporting period.
- A description of the recommendations for corrective action made by the Inspector General during the reporting period with respect to significant problems, abuses, or deficiencies identified.
- The identification of each significant recommendation described in previous annual reports on which corrective action has not been completed.
- A summary of each audit and investigation completed during the reporting period.

To comply with statutory requirements and to provide state office staff and interested parties with information on the OIG's progress in accomplishing its mission, this annual report is presented to the Executive Director of the Florida Office of Early Learning (OEL), the Florida Chief Inspector General (CIG), and the Florida Auditor General.

## BACKGROUND

The OEL administers federal and state child care funds and partners with 30 local early learning coalitions and the Redlands Christian Migrant Association (RCMA) to deliver comprehensive early learning services statewide. The office oversees three programs—the School Readiness (SR) Program, the Voluntary Prekindergarten (VPK) Education Program, and child care resource and referral (CCR&R) services.



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The state's 30 local, nonprofit early learning coalitions and RCMA are responsible for delivering local services. OEL allocates federal and state funds to each early learning coalition to administer the SR Program, VPK Program, and CCR&R services.

These early learning coalitions are governed by boards whose compositions are statutorily mandated and include gubernatorial appointees. Allegations of fraud, waste, or abuse at these early learning coalitions and their contractors are typically investigated by the OIG.

For the 2016-17 fiscal year, the OEL was administratively housed under the Florida Department of Education (DOE). A memorandum of understanding exists to separate the duties of the DOE Inspector General and those of the OEL Inspector General. The OEL Inspector General is responsible for all duties related to the operations of the OEL.

## OIG MISSION

The mission of the OIG is to protect and promote public integrity and accountability within the OEL through audits and investigations that detect fraud, waste and abuse, and administrative violations. Additionally, the OIG offers consulting services to assist management in their efforts to maximize effectiveness and efficiency.

## OIG DUTIES AND RESPONSIBILITIES

Section 20.055, Florida Statutes, outlines the following OIG duties and responsibilities.

- Advise in the development of performance measures, standards, and procedures for the evaluation of state agency programs.
- Assess the reliability and validity of the information provided by the state agency on performance measures and standards, and make recommendations for improvement, if necessary, before submission of such information pursuant to Section 216.1827, Florida Statutes.
- Review the actions taken by the state agency to improve program performance and meet program standards and make recommendations for improvement, if necessary.
- Provide direction for, supervise and coordinate audits, investigations and management reviews relating to the programs and operations of the state agency.



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- Conduct, supervise or coordinate other activities carried out or financed by the agency for the purpose of promoting economy and efficiency in the administration of, or preventing and detecting fraud and abuse in, its programs and operations.
- Keep the CIG and OEL Executive Director informed concerning fraud, abuses, and deficiencies relating to programs and operations administered or financed by the agency, recommend corrective action concerning fraud, abuses, and deficiencies, and report on the progress made in implementing corrective action.
- Ensure effective coordination and cooperation between the Auditor General, federal auditors, and other governmental bodies with a view toward avoiding duplication.
- Review and evaluate internal controls necessary to ensure fiscal accountability of the agency.
- Review, as appropriate, rules relating to the program and operations of the agency and make recommendations concerning their impact.
- Ensure that an appropriate balance is maintained between audit, investigative, and other accountability activities.
- Comply with the *General Principles and Standards for Offices of Inspector General* as published and revised by the Association of Inspectors General.

Pursuant to legislative intent, the OIG also administers the public assistance fraud referral process for the OEL and coordinates the process with external partners to ensure maximum efficiency.

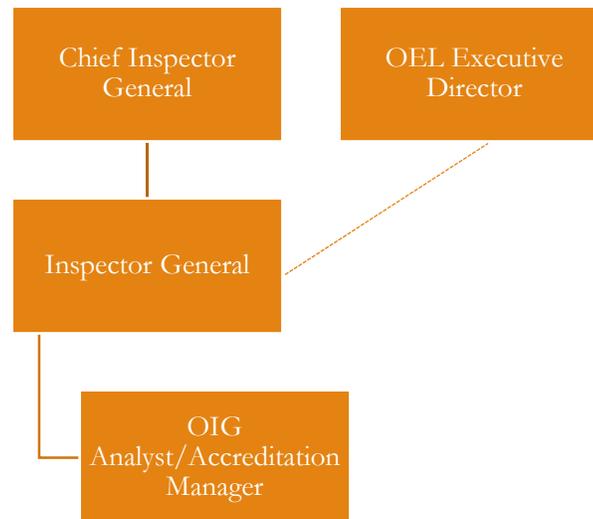
## OIG ORGANIZATIONAL STRUCTURE

The Inspector General reports functionally to the CIG and administratively to the Executive Director of the OEL. The OIG has two professional positions, with one position supervised by the Inspector General. Personnel collectively possess diverse professional and educational backgrounds that provide the office with the expertise to fulfill its statutory requirements.

Pursuant to state statute, the OIG has full, free, and unrestricted access to all OEL activities, records, data, properties, functions, and personnel necessary to effectively carry out its responsibilities.



## OIG Organizational Chart



## OIG STAFF QUALIFICATIONS

The *International Standards for the Professional Practice of Internal Auditing* as published by the Institute of Internal Auditors, and the *Principles and Standards for Offices of Inspector General* as published and revised by the Association of Inspectors General, require internal auditors to maintain their professional proficiency through continuing education and training. OIG personnel complete training each year to improve knowledge and skills in audits and investigations. The OIG staff remains committed to seeking professional excellence through continued training and development to ensure the highest quality of service to our customers.

Expertise within the OIG encompasses a variety of disciplines with personnel qualified in auditing, accounting, investigations, and information technology. Staff members continually seek to augment their professional credentials, which further enhance their abilities and skill level through additional training.

The accomplishments of the staff in obtaining professional certifications represent significant time and effort by each staff member, reflecting positively on the individual as well as the state office.



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During fiscal year 2016-17, OIG staff held numerous professional certifications. The Professional Certifications table details the types and number of certifications held by OIG staff.

Professional Certifications	No.
Certified Internal Auditor	1
Certified Information Systems Auditor	1
Certified Information Systems Security Professional	1
Certified Inspector General	1
Certified Inspector General Auditor	1
Notary Public	1

In addition to maintaining professional certifications, OIG personnel are active in professional organizations that support audits and investigations; such as:

- The Association of Inspectors General (National and Local Chapters);
- The Institute of Internal Auditors (National and Local Chapters);
- The Association of Certified Fraud Examiners; and
- ISACA (National and Local Chapters).

This participation assists staff in maintaining a high level of proficiency in their profession and areas of certification.

## INTERNAL AUDIT ACTIVITY

The mission of the OIG's internal audit activity is to provide independent, objective assurance (audits), consulting engagements, and management reviews designed to add value and improve the organization's operations. The internal audit activity helps the organization accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control and governance processes.

Audits and consulting engagements are conducted in accordance with the *International Standards for the Professional Practice of Internal Auditing*, published by the Institute of Internal Auditors, and the applicable *Principles and Standards for Offices of Inspector General*, published and revised by the Association of Inspectors General.



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Management reviews are reviews of the OEL's units, programs, or processes that do not require a comprehensive audit. Management reviews result in written reports or letters of findings and recommendations, including responses by management. Management reviews are conducted in accordance with the applicable *Principles and Standards for Offices of Inspector General*, published by the Association of Inspectors General. These reports are distributed internally to the Executive Director and affected program managers. In addition, select reports are sent to the CIG and to the Florida Auditor General.

## Internal Audit Accomplishments

### **Performance Measure Management Review, Report No. 17-MR01**

The OIG conducts an annual review of the performance measures for the OEL's Long Range Program Plan as required by Section 20.055, Florida Statutes. The OIG assessed the reliability and validity of the two performance measures provided to the Legislature. The OIG was unable to assess one of OEL's performance measures, as an assessment tool did not exist to perform the measure. The validity of the second performance measure was affected by the OEL reporting an estimate instead of an actual historical figure for the "Prior Year Actual (Numbers)" reported in the LRPP Exhibit II – Performance Measures and Standards table. We offered three recommendations for opportunities for improvement.

### **Single Audit Activities**

The OIG continued to provide technical assistance and guidance regarding compliance with Federal and Florida Single Audit Act requirements. During the 2016-17 fiscal year, the OIG performed the following single audit related activities.

- Issued *Federal and Florida Single Audit Act Responsibility Guidance* to OEL's subrecipients.
- Coordinated the submission of changes in OEL's Catalog of State Financial Assistance (CSFA) numbers and Annual CSFA Certification to the Department of Financial Services.
- Reviewed 32 single audit financial reporting packages submitted by the early learning coalitions, RCMA, and the Children's Forum for fiscal year ending June 30, 2015.
- Tracked receipt of and reviewed 32 single audit audit plans submitted by the early learning coalitions, RCMA, and the Children's Forum for fiscal year ending June 30, 2016.
- Tracked receipt of and reviewed 32 single audit financial reporting packages submitted by the early learning coalitions, RCMA, and the Children's Forum for fiscal year ending June 30, 2016.



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## **Legislative Budget Request**

The OIG prepared the *Schedule IX: Major Audit Findings and Recommendations (Schedule IX)* for the OEL's Legislative Budget Request. The *Schedule IX* is designed to inform decision makers on recent major findings and recommendations found in Florida Auditor General and OIG reports issued during the current and previous fiscal years. The *Schedule IX* also provides information on the status of action taken to correct reported deficiencies and is cross-referenced to any budget issues for funding to implement audit findings and recommendations.

## **Follow-up Activities**

The *International Standards for the Professional Practice of Internal Auditing*, published by the Institute of Internal Auditors, and the *Principles and Standards for Offices of Inspector General*, published by the Association of Inspectors General, require the OIG to establish a follow-up process to monitor and ensure management corrective actions were effectively implemented.

In accordance with Section 20.055(6)(h), Florida Statutes, the OIG monitors the implementation of OEL's responses and planned corrective actions to findings and recommendations made in reports issued by the Florida Auditor General or by the Office of Program Policy Analysis and Government Accountability (OPPAGA). The OIG is also required to provide a written report to the CIG on the status of planned corrective actions no later than six months after a Florida Auditor General or OPPAGA report is published. A copy of the report is also provided to the Joint Legislative Auditing Committee and the Executive Director of the OEL.

During fiscal year 2016-17, the OIG performed the following follow-up activities.

- Responded to the *Summary Schedule of Prior Audit Findings* for the Statewide Federal Awards Audit published by the Florida Auditor General for the fiscal year ended June 30, 2016.
- Conducted the statutorily required six-month follow-up on Auditor General Report No. 2016-192, *Office of Early Learning and Selected Early Learning Coalitions, Early Learning Programs and Related Delivery Systems*.



## External Audit Coordination

Section 20.055, Florida Statutes, requires the OIG to ensure effective coordination and cooperation between the Florida Auditor General, federal auditors, and other governmental bodies with a view toward avoiding duplication. The OIG is the primary liaison with external entities and is responsible for coordinating and facilitating responses to audits or reviews by those entities.

During fiscal year 2016-17, one external audit and one external review was published. The External Audit Coordination table provides the details on each engagement.

<b>External Audit Coordination</b>			
<b>Entity</b>	<b>Report No.</b>	<b>Report Name</b>	<b>Report Date</b>
Agency for State Technology (AST)	AST-ED-RP-0001	AST Information Technology Standards and Guidelines Assessment Report <sup>1</sup>	December 2016
Florida Auditor General	2017-180	Auditor General, State of Florida - Compliance and Internal Controls Over Financial Reporting and Federal Awards <sup>2</sup>	March 2017

## Enterprise Projects

To gain efficiencies of working together, the CIG and agency Inspectors General meet on a regular basis to discuss and evaluate enterprise issues and projects. The OIG participates in these meetings. Additionally, the OIG assists staff from various OIGs with special requests and provides support for Enterprise projects. During fiscal year 2016-17, the OIG participated in the following Enterprise projects.

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<sup>1</sup> The AST performed an assessment of the OEL's compliance with the Florida Information Technology Project Management and Oversight Standards as enumerated in Rule Chapter 74-1, Florida Administrative Code. There were no findings or recommendations for the OEL.

<sup>2</sup> There were no findings or recommendations for the OEL.



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### **Institute of Internal Audit Management Training**

The Inspector General presented a session entitled “Hiring, Developing, and Retaining Staff” during a 2-day internal audit management training for the Tallahassee Chapter of the Institute of Internal Auditors in October 2016.

### **Internal Audit Director Roundtable**

The mission of the Internal Audit Director Roundtable (Roundtable) is to promote the effective and efficient use of internal audit resources toward accountability, productivity, and enhancement of management control over operations. The Roundtable is a voluntary group composed of representatives (primarily Audit Directors) from local companies and organizations, state agencies, and institutions of higher education with an Internal Audit function. The OIG participates as a member of the Roundtable. Additionally, the Inspector General participated as a panel expert in the November 2016 Roundtable entitled “Staff Development.”

### **CIG Single Audit Enterprise Follow-Up Review, CIG Report No. 2017-01**

The CIG initiated an enterprise follow-up review of CIG Report No. 2016-02, *Enterprise Assessment of Single Audit Act Activities Across Selected State Agencies* as part of its approved work plan for fiscal year 2016-17. The purpose of this engagement was to identify potential enhancements to Florida agencies’ single audit processes and to develop a plan to implement those enhancements. The Inspector General participated as a team member on the enterprise review team. The report highlighted three recommendations for state agencies’ single audit processes.

### **Internal Audit Activities in Progress**

At the close of the fiscal year, the OIG had three internal audits in progress. Each audit scheduled for completion during the 2017-18 fiscal year.

#### **SR Provider Management Audit, No. 17-IA001**

The purpose of this audit is to evaluate the process early learning coalition management has put in place to qualify and accept SR providers. Additionally, the audit will identify best practices and opportunities for improvement for the SR On-boarding process.

#### **Information Technology (IT) Risk Assessment, No. 17-IA003**

This purpose of this audit is to evaluate the OEL’s compliance with Agency State Technology Rule 74-2, Information Technology Security, Florida Administrative Code.



### **OEL Match Reporting Process Audit, No. 17-IA004**

The purpose of this audit is review the accuracy and consistency of match reporting by early learning coalitions and the OEL, with a focus on in-kind contributions and processing of match funds. Additionally, the audit will review compliance with State and Federal laws and regulations.

## **INVESTIGATIVE ACTIVITY**

In addition to audit activities, Section 20.055, Florida Statutes, details investigative duties of the OIG. The OIG shall initiate, conduct, supervise, and coordinate investigations designed to detect, deter, prevent, and eradicate fraud, waste, mismanagement, misconduct, and other abuses.

In line with this, the OIG is required to:

- Receive complaints and coordinate all activities of the agency as required by the Whistle-blower's Act, pursuant to Sections 112.3187-112.31895, Florida Statutes;
- Receive and consider the complaints that do not meet the criteria for an investigation under the Whistle-blower's Act and conduct, supervise, or coordinate such inquiries, investigations, or reviews as appropriate; and
- Report expeditiously to the Department of Law Enforcement or other law enforcement agencies, as appropriate, whenever the Inspector General has reasonable grounds to believe there has been a violation of criminal law.

### **Complaint Processing**

During the fiscal year 2016-17, the OIG handled a variety of complaints submitted by SR recipients, VPK recipients, child care providers, OEL employees, early learning coalition employees, members of the general public, and anonymous tips. The OIG received complaints from many sources including: letters, telephone calls, e-mails, other state agencies, and the CIG's Office. All complaints were categorized, indexed, and assigned a case number for tracking and follow-up.

During fiscal year 2016-17, the OIG received and processed 66 complaints. Of those complaints, the OIG:



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- Referred 38 to the appropriate entity for handling;
- Referred 7 to OEL management for handling;
- Conducted 12 preliminary inquiries; and
- Conducted 6 Whistle-blower analyses<sup>3</sup>.

None of complaints received during fiscal year 2016-17 resulted in an OIG investigation. As of June 30, 2017, all 2016-17 complaint files were closed.

Additionally, the OIG completed the processing of 10 complaints that were initially received during fiscal year 2015-16. Preliminary inquiries were performed on 4 of the 10 complaints. One of which resulted in an OIG investigation. As of June 30, 2017, all 2015-16 complaint files were closed.

## **Investigations**

One investigation of a complaint received during fiscal year 2015-16 was completed during fiscal year 2016-17.

### **Investigation Report, OIG No. 16-015**

A former child care provider alleged that an early learning coalition imposed additional requirements above and beyond those required by Florida Statutes. Based on the results of interviews conducted and documentation reviewed, the OIG determined that there was not a preponderance of case supporting material to prove that the early learning coalition imposed additional requirements on the child care provider above and beyond those required by Florida Statutes, thus the allegation was not substantiated.

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<sup>3</sup> Six complaints received required analyses to determine if the complaints met the criteria for Whistle-blower status as defined in Section 112.3187, Florida Statutes. None of which met qualifying Whistle-blower criteria.



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## **Accreditation**

An accreditation program has long been recognized as a means of maintaining and verifying the highest standards. Accreditation is the certification by an independent reviewing authority that an entity has met specific requirements and prescribed standards. In 2009, the Commission for Florida Law Enforcement Accreditation (CFA) expanded its program to include inspectors general offices. In January 2017, the OIG applied to the CFA for accreditation of its investigative function. During fiscal year 2016-17, the OIG created and issued 38 directives for the investigation function that are in line with the CFA OIG accreditation program.

## **Public Assistance Fraud**

The OIG administers the public assistance fraud referral process for the OEL and coordinates the process with external partners to ensure maximum efficiency. In order to perform this function, the OIG partners with coalitions across the state to refer suspected fraud cases for the SR and VPK Programs for criminal investigation to the Department of Financial Services Division of Public Assistance Fraud (DPAF).

During fiscal year 2016-17, the OIG made 363 referrals for criminal investigation to DPAF. Once DPAF completes its investigation, cases are referred to the appropriate State Attorney's Office (SAO) for criminal prosecution. Public assistance fraud referrals involved both recipients of SR or VPK Programs as well as providers of the SR or VPK Programs. To date, 45 of the 363 cases have been referred to the SAO. Eleven of which had adjudication withheld or no court action; however, these resulted in restitution of \$118,043. One case was adjudicated, resulting in restitution ordered for \$4,738.93.

In fiscal year 2016-17, the OEL collected \$439,006 in restitution payments, \$144 of which was for cases referred to DPAF during fiscal year 2016-17.

## **DFS Project Manager Activities**

In order to coordinate the referral process, the Inspector General serves as the project manager for the Department of Financial Services DPAF investigation contract. During fiscal year 2016-17, the OIG conducted the following DPAF project manager activities:

- Monthly review and approval of the DPAF invoice;
- Monthly reporting of restitution received by the OEL to the DPAF leadership;



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- Monthly processing and reporting of the SAO disposition reports received from DPAF;
- Quarterly reconciliations between the OIG fraud referral system and the DPAF systems; and
- Processing SAO letters, subpoenas, and *Victim Impact Statement* requests as received from various SAOs.

### **OEL OIG Fraud Referral System Administration**

Early learning coalitions utilize a web-based application to refer potential public assistance fraud cases to the OIG. During fiscal year 2016-17, the OIG provided 26 separate administration activities; such as, account and password resets creation and deactivation of users, and fraud referral corrections in the OEL OIG Fraud Referral System.

Additionally, the OIG hosted two OEL OIG Fraud Referral System webinars. The webinars included training for new users and refresher training for existing users on the OEL OIG fraud referral process including the use of the Fraud Referral System. The webinars also included tips from DPAF investigators regarding information needed for their investigations. Seventy attendees from early learning coalitions, RCMA, the OEL, and service providers participated on the webinars.

### **Early Learning Coalition Anti-Fraud Plans**

Pursuant to Rule 6M-9.400(2), Florida Administrative Code, each early learning coalition shall adopt an anti-fraud plan (Plan) addressing the detection and prevention of overpayments, abuse, and fraud relating to the provision of and payment for SR and VPK Program services. Early learning coalitions must annually submit a copy of their Plans to the OEL OIG for approval. During fiscal year 2016-17, the OIG reviewed and approved 30 early learning coalitions' Plans.

### **Anti-Fraud Activities**

In order to meet the statutory requirements of the office, the OIG initiated an Anti-Fraud Project during the fiscal year. The purpose of the project was to identify ways for the OIG to detect, deter, and prevent fraud within the public assistance programs the OEL administers. During the fiscal year, the OIG initiated the following anti-fraud activities.



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### **Statewide Anti-Fraud Workgroup**

During fiscal year 2016-17, the OIG formed a Statewide Anti-Fraud Workgroup (Workgroup) to leverage statewide resources to address the detection and prevention of waste, fraud, and abuse. The Workgroup consists of management and staff from the OEL, early learning coalitions, the RCMA, and service providers. The Workgroup discusses fraud fighting best practices, issues, concerns, etc. via periodic webinars and conference calls.

The OIG hosted the inaugural Workgroup webinar entitled “CCDF Eligibility Changes’ Effect on Fraud Prevention and Detection” in April 2017. The purpose of the webinar was to educate Workgroup members on the definition of fraud, provide a refresher of CCDF eligibility changes, and to facilitate an open discussion related to strategies for detecting possible recipient fraud relative to the recent changes to CCDF eligibility requirements. The Webinar consisted of 50 attendees from 24 early learning coalitions, RCMA, the OEL, and service providers.

### **Inter-Agency Medicaid Fraud and Abuse Meetings**

The OIG is a member of and attends the *Inter-Agency Medicaid Fraud and Abuse Meetings* hosted by the Agency for Healthcare Administration. Other attendees include the Office of the Attorney General, the Department of Health Medicaid Program Integrity, the Department of Financial Services, and the Department of Children and Families. The meetings provide an opportunity for participating entities to collaborate on fraud fighting efforts by sharing best practices, forming contacts, and brainstorming new opportunities toward our common goal of identifying, reducing, preventing, and taking action against individuals and entities engaged in fraudulent abusing behavior contributing to overpayments in public assistance benefit programs.

### **Department of Health’s Child Care Food Program**

The Child Care Food Program (CCFP) provides reimbursement for nutritious meals and snacks served to children in child care settings. The Bureau of Child Care Food Programs within the Florida Department of Health administers the CCFP. The U.S. Department of Agriculture, Food and Nutrition Service provides funding for the CCFP. During fiscal year 2016-17, the OIG continued to collaborate with the CCFP on fraud prevention and detection activities.



## OVERSIGHT ACTIVITIES

The OIG participates in numerous activities that are classified as oversight. This includes internal quality assessments, OIG risk assessments, OIG work plans, OIG annual reports, and other internal/external assistance activities. During fiscal year 2016-17, the OIG performed the following oversight activities.

### **Computer Security Incident Response Team (CSIRT)**

The Computer Security Incident Response Team (CSIRT) responds to suspected computer security incidents by identifying and controlling incidents, notifying designated CSIRT responders, and reporting findings to Agency management. The OIG is a core member of the CSIRT team for the OEL. During fiscal year 2016-17, the OIG reviewed and provided input to management on proposed CSIRT policies and procedures.

### **Risk Assessment, Annual Audit Plan, and Annual Report**

In accordance with Section 20.055, Florida Statutes, the OIG develops long-term and annual audit plans, based on the findings of a comprehensive annual risk assessment. The annual audit plan was approved by the agency head and submitted to the CIG and the Florida Auditor General. The OIG is also responsible for preparing an annual report summarizing the activities of the office during the immediately preceding fiscal year.

### **OIG Internal Quality Assessment, No. 17-IA002**

The OIG Internal Quality Assessment was in progress at the end of the fiscal year and is scheduled for completion during the 2017-18 fiscal year. The purpose of the project is to assess whether the internal audit activity is in conformance with the Standards and Section 20.055, Florida Statutes, as well as, whether internal auditors apply the Code of Ethics.

### **OEL Annual Report**

The OIG provided input to management for the OEL Annual Report's section detailing a summary of annual findings and collections related to provider fraud, parent fraud, and fraud intervention as required by Section 1002.82(5)(a)(4), Florida Statutes.



## Outreach & Education

### **Fraud Awareness Briefings**

The OIG presented a Fraud Awareness briefing at the OEL all staff meeting in August 2016. The Fraud Awareness briefing was designed to educate staff about fraud including ways to prevent, detect, and report fraud.

At the request of an OEL manager, the OIG presented Fraud Training at a staff meeting in February 2017. The Fraud Training was designed to educate staff about public assistance fraud including the definition, staff responsibilities, and the fraud referral process.

### **CyberSecurity Awareness Briefing**

In honor of CyberSecurity Month, the OIG presented a brief presentation on “Passwords” at the OEL all staff meeting in October 2016. The presentation was designed to educate OEL employees on the importance of using strong passwords and included data released from SplashData’s annual round-up of the worst passwords of 2015.

### **OIG Newsletter**

The November 2016 edition of the OIG Newsletter was dedicated to Fraud Awareness Week and was designed to educate OEL employees on fraud including ways to combat it and report it.

### **Internal Audit Briefing**

In honor of International Internal Audit Awareness Month, the OIG presented a brief Internal Audit awareness briefing at an OEL extended leadership meeting in May 2017. The briefing was designed to educate all levels of OEL management about the Internal Audit Activity. Attendees were provided cake and Internal Audit literature. The briefing also served as a kick-off for the annual OIG Risk Assessment.



## APPENDIX A: OUTSTANDING RECOMMENDATIONS

Section 20.055, Florida Statutes, requires the identification of each significant recommendation described in previous annual reports on which corrective action has not yet been completed. As of June 30, 2017, there were 6 external audit recommendations requiring corrective action and no outstanding internal audit recommendations. The 6 external audit recommendations are from 1 external audit. The recommendations are listed in the table below.

Outstanding Significant Audit Recommendations As of June 30, 2017	
External Audit	Recommendation
Florida Auditor General <i>Office of Early Learning and Selected Early Learning Coalitions Early Learning Programs and Related Delivery Systems</i> , Report No. 2016-192	To improve the accuracy of Enhanced Field System (EFS) data and detect potential errors and improprieties, we recommend that OEL management ensure that appropriate data analyses are conducted.
	We also recommend that OEL management ensure that the coalitions review and follow up on any matters identified by data analyses be subject to comprehensive monitoring.
	We recommend that OEL management establish change management controls that document the appropriate authorization, testing, approval, and tracking of program modifications to the EFS, the Single Point of Entry (SPE), and the Unified Wait List (UWL).
	In addition, we recommend that OEL management perform periodic reviews of the appropriateness of EFS and UWL user access privileges and ensure that the timely deactivation of EFS and UWL access privileges upon an employee's separation from OEL employment is appropriately documented.
	We recommend that OEL management strengthen security controls for the EFS and the UWL related to user authentication to ensure the continued confidentiality, integrity, and availability of EFS and UWL client data and related IT resources.



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	<p>We recommend that OEL management ensure that the review and approval process for all School Readiness Program curricula is appropriately documented and that all Committee members satisfy established requirements.</p>
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