

DEPARTMENT OF REHABILITATION  
**Supported Employment**

**Common Audit Findings**

The following is a list of common audit findings compiled from departmental final audit reports of Supported Employment (SE) Services.

**Service Delivery:**

- Job Coaching services were not tailored to the individual's need for Individual Placement (IP) consumers. The projected Percentage of Intervention percentages were the same across the board for all IP consumers rather than unique based on the consumer's needs (e.g. 100%, 80%, 60%, 40%, 20%, and 20%).

**Documentation:**

- Job coach case notes/progress notes for individual placement and group placement consumers were not consistently maintained by the Community Rehabilitation Program (CRP).
- Group Job Coaching hours were not always reported accurately on the SE Monthly Job Coach Report (DR384)
- Additional data fields (e.g. work schedule) on the DR384 Monthly Job Coach Reports were inaccurately completed
- Consumer and job coach work hours on various supporting documents such as timesheets, attendance logs, etc. were inconsistent, inaccurate, or did not agree with the hours reported on the DR384 and DS1964 (SEP Group tracking form).
- CRPs used outdated or modified DR385 Group Invoicing forms rather than the most recent version available from the DOR website.
- Necessary forms were not prepared or submitted as required:
  - Missing DR383 – Job Placement Information was not submitted to support consumer's employment and IPE goal.
  - Missing DR381 –SE Job Placement Parameters from which the Vocational Intake Interview was seen for clients receiving SE services.
  - Missing DR382 – SE Placement Services Progress Report was not provided for 3 of the 5 sample IP consumers.

## **Billing / Invoicing Concerns:**

- Job coaching services were billed by the total job coach (JC) hours rather than the allocated job coach hours by consumer.
- Job coaching services were billed prior to the DOR authorization start date.
- Job coach hours were incorrectly posted to the (SEP Group tracking form) DS1964, while the job coach was on vacation; substitute job coach hours not being reported; or consumer hours not being reported.