



FLORIDA DEPARTMENT OF  
**EDUCATION**  
CAREER AND ADULT EDUCATION

## **Quality Assurance and Compliance**

### **Virtual Desk Monitoring Review for Pathways to Career Opportunities Grant**

Guardian Angels Medical Service Dogs, Inc.

**March 10-14, 2025**

**Final Report**

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Florida Department of Education  
Division of Career and Adult Education

**Guardian Angels Medical Service Dogs, Inc  
Pathways to Career Opportunities Grant (PCOG)  
Quality Assurance and Compliance Monitoring Report**

**I. INTRODUCTION**

The Division of Career and Adult Education (Division) within the Florida Department of Education (Department) has several key responsibilities, including leadership, resource allocation, technical assistance, monitoring and evaluation. These duties require the Division to oversee the performance and regulatory compliance of federal and state funding recipients. The Quality Assurance and Compliance (QAC) office plays a critical role in this process by designing, developing, implementing and evaluating a comprehensive quality assurance system, which includes monitoring. This system aims to ensure financial accountability, program quality and regulatory compliance. As stewards of federal and state funds, it is the Division's duty to regularly monitor the use of workforce education funds and regulatory compliance of providers.

**II. AUTHORITY**

Pursuant to Section 1008.32, Florida Statutes, Rule 6A-20.046, Florida Administrative Code, the Pathways to Career Opportunities Grant Request for Proposal and the Uniform Grant Guidance, also referred to as 2 Code of Federal Regulations Part 200, the Department is responsible for monitoring programs run by a sub-grantee or provider of supported activities to ensure adherence to relevant federal and state regulations.

**III. QAC CORE MONITORING GUIDE**

The Core Monitoring Guide is designed to be utilized by any reviewer who is conducting an onsite or desk monitoring of any program currently administered by the Division. The guide includes a brief overview of each aspect of the monitoring design and the process, as well as objectives that can be used when agencies are monitored or reviewed. The guide is located on the Division's website at: <http://fldoe.org/academics/career-adult-edu/compliance>.

**IV. PROVIDER SELECTION**

The QAC office may apply any specific monitoring strategy to any federal or state-funded provider at any time. There may be circumstances that may warrant onsite monitoring, desk monitoring review or other strategies regardless of a provider's risk matrix score.

The Guardian Angels Medical Service Dogs, Inc. (GAMSD) monitoring strategy was determined to be a virtual desk monitoring review (VDMR). Notification was sent to Ms. Carol Borden, Chief Executive Officer (CEO), on December 12, 2024. The designated representative for the agency was Dr. Catherine Neuhoff. The Division's representative conducting the VDMR was Program Specialist Charles Davis of the QAC.

**V. Guardian Angels Medical Service Dogs, Inc.**

**Finance**

The provider was awarded the following grant for fiscal year 2023-2024:

**FY 2023-24**

<u>Grant</u>	<u>Grant Number</u>	<u>Grant Amount</u>	<u>Unexpended</u>
Pathways to Career Opportunities	85C-90310-4P001	\$ 18,000.00	\$ 9,803.68

Additional information about the provider may be found at the following web address:

<https://www.medicalservicedogs.org/>

**VI. MONITORING ACTIVITIES**

The monitoring activities include pre- and post-review planning, an entrance and exit conference, records review and interviews with administrators, if necessary.

**Onsite Visits**

Since the provider did not have capitalized equipment above the \$5,000 threshold, an onsite visit was not required:

**Entrance and Exit Conferences**

An introductory Teams meeting with Dr. Catherine Neuhoff took place on February 21, 2025. An exit telephone meeting took place on March 11, 2025, to inform her of the final standing of the monitoring review.

<b>Name</b>	<b>Title</b>	<b>Entrance Conference</b>	<b>Exit Conference</b>
Dr. Catherine Neuhoff	Grant Writer, Guardian Angels Medical Service Dogs, Inc.	X	X
<b>Division Monitoring Team</b>			
Michael Swift	Program Specialist, QAC	X	X
Chuck Davis	Program Specialist, QAC	X	X

**Narrative**

GAMSD is dedicated to veterans, first responders and individuals with disabilities by providing trained service dogs that help people regain independence and improve their quality of life. Their service dogs are trained to assist with a range of conditions, including Post Traumatic Stress Disorder (PTSD), Traumatic Brain Injury (TBI), mobility challenges, seizure and diabetic disorders and hearing impairments. They also offer lifelong support, including a Medical Savings Plan that covers veterinary care, ensuring both their recipients and their service dogs receive ongoing care.

Through partnerships with nationally certified mental health professionals and their Veterans Association-approved, college-accredited apprenticeship program, they're advancing service dog training methods and setting a standard across the industry. They strive daily to make a difference in the lives of their recipients and their families.

## VII. OBSERVATION

- A. **ADMINISTRATION** refers to the management and supervision of programs, the structure of programs and services, grant oversight and other administrative areas.
- GAMSD has the first Medical Service Dog Training Apprenticeship program that is registered with the Department. They take students from zero training knowledge to a full medical service dog trainer with all the necessary skills and knowledge base to complete the program.
  - GAMSD has researched and developed the Related Technical Instruction (RTI) employed within its Registered Apprentice Program.
  - GAMSD expectations are that every trainer, Dog Care Specialist, and apprentice adheres to the guidelines for dog handling.
  - GAMSD, Dr. Catherine Neuhoff, took the content from Borden's two courses and crafted a two-and-a-half-year curriculum template for both on-the-job training and RTI. They embedded training as a means of integrating employability skills and extended this into preparing lessons.
- B. **DATA AND ASSESSMENT** refers to all the data and assessment system components, including test administration, test security, data collection, entry, reporting and procedures. The use of data in program decision-making is also explored.
- The PCOG team requested that the monitoring staff confirm GAMSD's PCOG enrollment numbers submitted to the PCOG office. Enrollment data was requested for the following occupations:
    - Medical Service Dog Trainer
  - GAMSD provided sufficient enrollment data and documentation as required by the Division.
  - All documentation was provided by GAMSD as part of the monitoring review.
- C. **CURRICULUM AND INSTRUCTION** refer to those elements that contribute to student learning and skill acquisition.
- No curriculum and instruction were observed during the monitoring review.
- D. **TECHNOLOGY AND EQUIPMENT** refer to a review of the technology and equipment used by students and instructors in the classroom; addresses access, availability, innovation, use and condition.
- All inventory with the value of \$1,000 or more met the criteria set forth by federal, state and local guidelines and is included within their fixed asset system.
- E. **RECORDS REVIEW** refers to reviewing the records and documents supporting compliance with federal and state rules and regulations. In addition, a sampling of financial and programmatic records is reviewed.

Documents reviewed were:

- Procedures for finance and procurement
- Policies and procedures for property management
- Inventory records
- Procurement records

- Standards of Apprenticeship manual
- Employee/employer apprenticeship contract
- Instructional and OJT training manual

**F. FINANCIAL** refers to aspects of the federal fiscal requirements that providers must meet when expending federal funds, including financial management, procurement, inventory management and allowable costs.

- The Finance Director ensures the efficient management of PCOG grant funds. The following components of their financial policies and procedures manual were reviewed:
  - Budget Implementation
  - Cash Management
  - Methods of Accounting
  - Fiscal Internal Controls
  - Records and Reporting
  - Inventory Management
  - Procurement
  - Conflict of Interests
- Monitoring staff conducted a grant budget analysis of GAMSD’s grant. All object codes and dollar amounts pre-approved on their grant award were adhered to.

**G. COLLABORATION** refers to collaborative agreements, partnerships or memoranda of understanding (MOU) that are in place to benefit an agency's programs and students.

- GAMSD has numerous collaborations and MOUs within the local community. They often offer additional educational and job experiences to students. The list of partners includes, but is not limited to, the following:
  - Highmark Health
  - PNC Bank
  - Northrop Grumman

## **VIII. RESULTS**

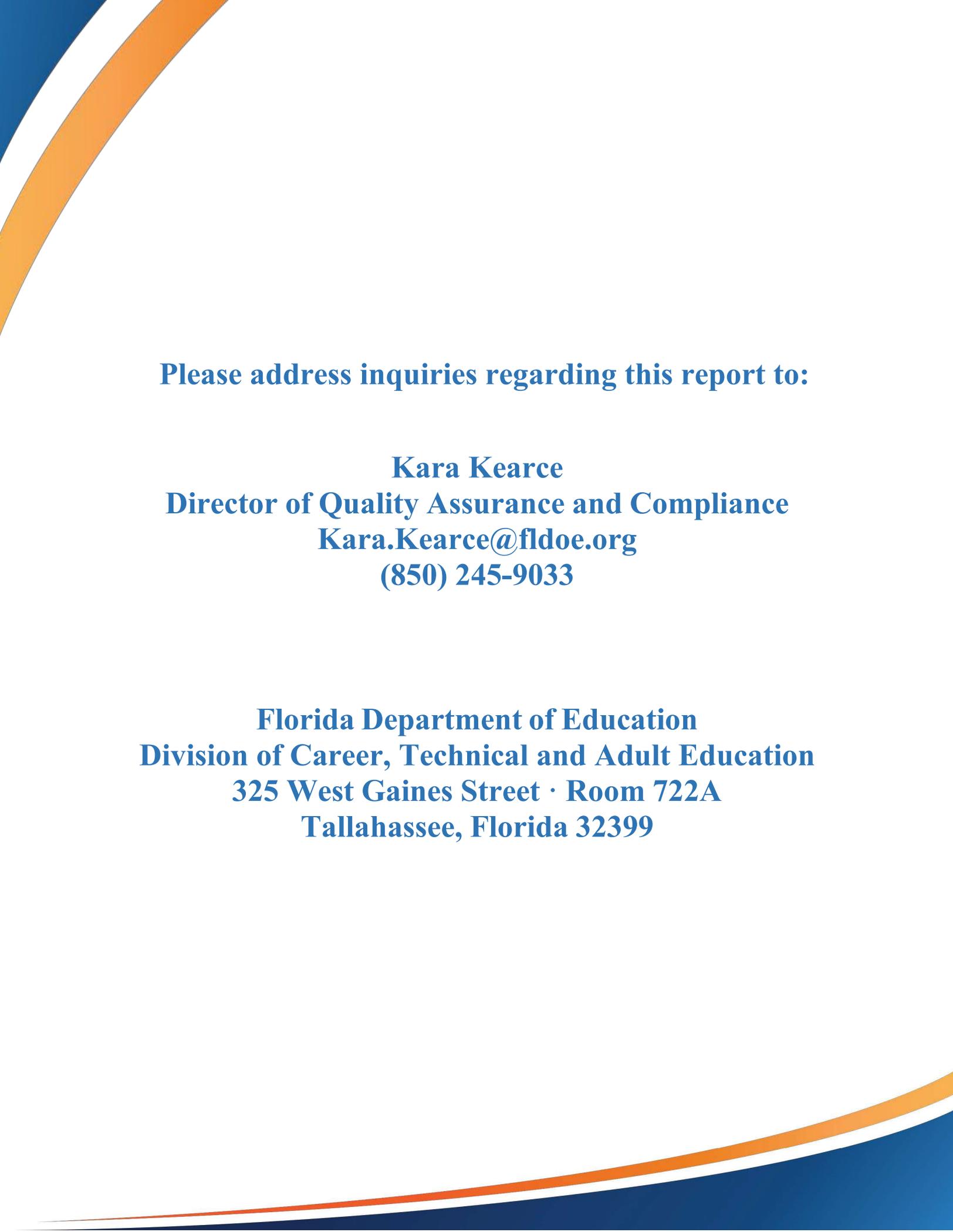
GAMSD was not found to be out of compliance.

## **IX. SUMMARY**

After completing the monitoring review and receiving any additional information requested, a preliminary report is sent to the provider for their review. The Division monitoring team lead may consider comments at their discretion. Once the final report is approved, it will be sent to the agency head and a copy will be sent to the provider's designated contact person. The final report will also be posted on the Department's website, at: <https://www.fldoe.org/academics/career-adult-edu/>.

Once all outstanding corrective action plan items have been completed (when applicable), the Division will issue a closure letter to the agency head and designated contact person. This letter will signify the end of the monitoring process and that no further action is required.

On behalf of the Division, the monitoring team would like to extend their appreciation to all participants in the Guardian Angels Medical Service Dogs VDMR. A special thanks is offered to Dr. Catherine Neuhoff for her participation and leadership during this process.



**Please address inquiries regarding this report to:**

**Kara Kearce**  
**Director of Quality Assurance and Compliance**  
**Kara.Kearce@fldoe.org**  
**(850) 245-9033**

**Florida Department of Education**  
**Division of Career, Technical and Adult Education**  
**325 West Gaines Street · Room 722A**  
**Tallahassee, Florida 32399**