

Findings Follow-up Process

Purpose The purpose of this procedure is to define the process to be taken when a contracted agency is out of compliance with the terms and conditions of the contract with AAA, which results in a finding.

Policy The Area Agency on Aging (AAA) of Lake and Mendocino Counties has contracts with several community partners to provide vital services to seniors. The AAA staff provides oversight, technical assistance and support to enable these partner agencies to provide a high quality of service and to remain in compliance with the terms and conditions of the contract.

Process The following is the findings follow-up process:

Stage	Description
1	All findings cited in AAA Annual Monitoring Reports will include specific dates that documentation of corrective action and appropriate verification will be due to the AAA.
2	The due dates for findings will be listed on the annual monitoring report log; including date of visit, when report was sent and date all findings are cleared.
3	AAA Office Assistant will notify staff responsible for individual contractor monitoring when a finding deadline is within one week of being due.
4	If finding is not already cleared, staff will remind contractors of due date and what is needed.
5	Once verification of finding is cleared, monitoring log will be adjusted accordingly.
6	If findings follow up is late with contractors and they have not been in contact with AAA, the AAA Sanction Policy will be initiated.
7	Copies of all communications regarding monitoring and findings will be kept in contractor's correspondence file.
