



# COUNTY OF LOS ANGELES

LOS ANGELES COUNTY  
**Aging & Disabilities  
Department**

## Aging and Disabilities Department

DATE: **April 30, 2024**

NUMBER: **AD CCD 18-03**

## RESOLUTION PROCEDURES

### EXECUTIVE SUMMARY

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The purpose of this Directive is to provide all Aging and Disabilities Department (AD) subrecipients with current Compliance Resolution Procedures.

This Directive supersedes CCD-15-1, dated May 8, 2015, "Resolution Procedures" and is effective on the date of release.

### APPLICATION

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This Directive applies to all AD subrecipients.

### REFERENCES

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Office of Management and Budget (OMB) Title 2 Code of Federal Regulations (CFR) Section 200 et seq. also known as Uniform Guidance.

### BACKGROUND

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Los Angeles County Aging and Disabilities Department Compliance Division is charged with implementing and following federal and State resolution procedures whenever applicable and has therefore incorporated them into our resolution processes.

## **POLICY AND PROCEDURES**

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### **Resolution Requirement:**

Los Angeles County Aging and Disabilities Department (AD) Contract Compliance Division is charged with implementing and following federal and State monitoring and audit resolution requirements whenever applicable and has therefore incorporated them into our resolution processes.

AD Resolution Procedures incorporates federal audit resolution requirements included in 2 CFR Section 200 et seq., and applicable CFR sections pertaining to Area Agency on Aging (AAA) programs.

### **Summary of the Resolution Procedure:**

The Contract Compliance Division (CCD) will use these procedures in resolving findings from any audits, reviews, reports, or information including, but not limited to, those by the Los Angeles County Department of the Auditor-Controller (A-C), and State and federal government entities with oversight authority over the funds received and administered by AD. AD will strive to complete the resolution process in a time efficient manner. It is AD's goal to manage and complete any resolution process within no more than six months from the date pertinent information is received by AD.

The Resolution Procedure is comprised of the following steps, each of which shall be detailed further herein:

Upon CCD receiving an audit, review or report or other information concerning a County subrecipient, CCD shall:

1. Review the material and determine whether further action is needed.
2. Issue an Initial Determination Letter (IDL) if it is determined that sufficient findings exist for Resolution Procedures to be activated.
3. Provide subrecipient with an opportunity to respond and request an Informal Resolution Meeting, dispute the findings, or submit a Corrective Action Plan (CAP). The subrecipient has ten calendar days to submit their response.
4. Issue a Final Determination Letter (FDL) if findings remain if subrecipient is not able to provide resolution, or refuses to submit a CAP, or does not fulfil the requirements of an agreed-to CAP or fails to respond to the Initial Determination Letter.
5. Issue a Closing Letter if subrecipient has satisfactorily resolved all findings in the FDL, or the IDL if a CAP was agreed to.

6. Alternatively, issue a Sanctions Letter if subrecipient has not satisfactorily resolved all the findings in the FDL.
7. Provide subrecipient with a Local Level Appeal Hearing if subrecipient is dissatisfied with the results.
8. Provide subrecipient with information to request a State Level Appeal hearing if dissatisfied with the results of the Local Level Appeal Hearing.

### **Initial Review**

Upon receipt of information suggesting a subrecipient is not in compliance with the terms, conditions, or work requirements of an AD contract, CCD staff shall review the information regarding the subrecipient within **10 calendar days** of receipt of the material to ensure compliance with all applicable federal, State and County, statutes, rules, and regulations pertaining to the findings and any questioned costs. CCD may require additional information before moving forward to the next steps of the process and additional time may be necessary for CCD to obtain and review the new information. CCD will assemble a resolution file for ease of reference in the event of future action.

If CCD's review determines that there are no findings or questioned costs, CCD staff shall prepare a letter for signature by the Compliance Manager within **10 calendar days** of the completed review of the information indicating that a review was conducted and no findings or questioned costs were noted and therefore, no further action is required by the subrecipient. CCD may discuss the preliminary determination with the subrecipient. If both parties reach agreement on corrective actions that would either remedy or dismiss the determination, and the subrecipient completes the required actions, then CCD will issue a letter stating that the determinations have been addressed, and the matter is closed.

### **Initial Determination Letter**

If there are items which require further action and/or resolution, CCD staff shall, depending on the source/type of information, either maintain a Single Audit log or a Monitoring Summary Report Log. If based on the review of the information and/or if applicable a corrective action plan received from the subrecipient, there are findings or questioned costs that require resolution, Compliance Manager shall issue an Initial Determination Letter within 10 calendar days of receipt of that determination. The Initial Determination Letter (IDL) will include:

- A request for a Corrective Action Plan (CAP) or revised CAP from the subrecipient if applicable.
- A list of all adverse findings, if any.
- A list of all questioned costs if applicable, and whether any such costs are projected to be disallowed, including the reasons with appropriate citations of applicable law, regulation, policy directive, etc., for such determinations.

- Acceptance or rejection of any CAP taken to date by the subrecipient, including corrective action of any findings.
- Possible sanctions (i.e., liquidated damages, funding reduction, suspension of payments, etc.); and
- Amounts to be repaid.

The subrecipient will have 15 calendar days to respond to the IDL with the submittal of a CAP if requested, or rebuttal/disagreement with the IDL and repayment of questioned costs, where applicable. CCD may also request a meeting with the subrecipient on an as-needed basis to discuss the report.

*However, if the report contains any repeat findings from a prior year's report (including, but not limited to, a report issued by the Auditor-Controller, or a State or federal agency) the subrecipient will be asked to address that issue immediately and will be given ten (10) days to provide an acceptable Corrective Action Plan (CAP) addressing all the findings including those that are not repeated from the prior years' review.*

If AD determines the subrecipient has not implemented an agreed upon CAP, the subrecipient will be sanctioned in accordance with the Sanctions Directive CCD-18-02. The sanction will be lifted when the subrecipient submits an acceptable CAP regarding the repeat finding and the CAP has been validated. If the subrecipient does not respond with a CAP within the agreed upon allotted time, then AD will find the subrecipient to be out of compliance and will apply Sanctions and Remedies Directive, CCD-18-02.

### **Informal Resolution Meeting**

If informal resolution is requested by the subrecipient following issuance of the IDL, the subrecipient shall provide documentation to support the allowability of costs and proposed corrective action of administrative findings at that meeting. Informal resolution discussions will be in-person but may be held by telephone or other method if there is a compelling necessity to do so. The meeting and/or telephone conversation will be recorded and/or documented for placement in the resolution file with copies made available on request. The informal resolution meeting must be held within the **15 calendar days** that the subrecipient has to respond to the Initial Determination Letter. The informal resolution meeting does not take the place of the subrecipient's formal response to AD's initial Determination Letter. If a meeting is held, a sign-in sheet will be circulated and retained as part of the resolution file. Repayment discussions of disallowed costs may be initiated at this time.

### **Final Determination Letter**

Based on the review of the Initial Determination Letter CAP submitted by the subrecipient, subsequent documentation from the Subrecipient, and any informal resolution meeting documents provided, if applicable, a Final Determination Letter (FDL) will be issued by CCD 20 calendar days from the date of receipt of subrecipient's response to the IDL including any

CAP. CCD shall strive to issue the FDL following the 15 days within which contractor may respond to the IDL,

**(Note: AD reserves the right to extend the above-mentioned deadlines on a case-by-case basis.)**

The FDL will include the following:

- Reference to the Initial Determination Letter.
- Summation of the informal resolution (telephone call or meeting), if any, or the CAP, if one is agreed upon.
- Decisions regarding any disallowed costs, listing each remaining disallowed cost with the reason for the disallowance.
- Demand for repayment of any disallowed costs.
- Description of the debt collection process and other sanctions that may be imposed if payment is not received.
- Status of each administrative finding, if any
- Rights to request a subsequent appeal hearing(s).

Contractors will have 10 calendar days to repay questioned costs, if any, and/or provide a Final Determination Letter CAP to resolve administrative findings.

For those contractors with findings that cannot be closed pending follow-up review (such as assurances of implementing new policies and procedures), AD will conduct an on-site follow-up review within 180 days of the issuance of the monitoring report. If AD determines that an agreed-upon CAP addressing those specific issues has been satisfactorily implemented, AD will issue a closure letter. If AD determines that an agreed-upon CAP has not been fulfilled, AD may apply any or all applicable sanctions permitted under Sanctions and Remedies Directive, CCD-18-02, to the contractor. Any sanctions will be lifted only after:

- 1) Contractor has submitted a CAP approved by AD regarding the finding,
- 2) Contractor has completed the requisite actions within the CAP, and
- 3) AD has validated that the finding(s) has been remedied.

Notwithstanding the application of any sanctions, or AD's decision to not apply sanctions, AD at all times reserves the right to all available remedies pursuant to the underlying contract with contractor, up to, and including, termination of contract(s).

### Appeals Procedure

Contractors have the right to request a formal hearing when they are in disagreement with the decisions included in the Final Determination Letter and/or Sanction Letter and/or applied sanctions.

## Local Level Appeal Hearing

To request a formal hearing, please contact:

**Mike Tsao, Administrative Deputy II  
Administrative Services Branch  
510 S. Vermont Ave. Eleventh Floor  
Los Angeles, CA 90020**

Contractors have the option of repaying questioned costs while the appeals process is proceeding to avoid sanctions being applied. The hearing allows both parties the right to represent either written or oral testimony, call and question witnesses in support of their position, present oral and written arguments, examine records and documents relevant to the issues, and be represented. The hearing shall be recorded mechanically, digitally, or by court reporter at the discretion of AD. The hearing officer will be an independent hearing officer assigned by Executive Management of AD.

The important dates in the Appeal Hearing process are as follows:

- Contractors have **30 calendar days after the Final Determination Letter** to submit a written request for a hearing to CCD or applied sanctions may be issued.
- Appeal hearings must be held within **30 calendar days** of the request unless the contractor and CCD each consent to a postponement.
- At least 10 calendar days before the hearing, written notice of the date and site of the hearing must be provided to the contractor. The **10-calendar day** notice may be shortened with written consent of the hearing officer and the contractor. The contractor may withdraw the hearing request; the withdrawal request must be submitted in writing.

The appeals decision must be issued by the hearing officer within 30 calendar days of the appeals hearing.

## State Level Appeal

If the local level appeal hearing is not held or a decision is not rendered in a timely manner as described in this procedure, the contractor has **15 calendar days** from the date on which the hearing should have been held or the date when the decision should have been issued to file a written appeal with the State Review Panel. AAA contractors may appeal adverse determinations as defined in 22 CCR § 7702 using the appeal process established by the Department of Aging in 22 CCR § 7700-166. Such appeal shall be filed within 30 days of the Department's notice of adverse determination. The address of the Director is:

**Director, California Department of Aging,  
1600 K Street  
Sacramento, California 95814**

**Debt Collection/Payment Plans**

The County will require the repayment of any disallowed costs from any contractor in any program. Furthermore, AAA will require the repayment of disallowed costs incurred in the operation of the AAA programs. If, after completion of the resolution and/or appeal process, an agency has unresolved questioned costs, the County reserves the right to refer uncollected debts to the Treasurer and Tax Collector (TTC). In its October 2009 memo, the County established the debt collection policy. Prior to referral, the County will contact the agency for a minimum of three (3) times within a forty-five (45) day period. If no resolution is reached, the County will refer the debt to the TTC. AD will document all debt collection efforts on its Debt Collection Payment Log. The contract may also require that repayment of disallowed costs include any costs incurred by the County or AD to achieve the full payment of the debt.

**ACTION**

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All AD subrecipients must ensure that the requirements described herein are communicated throughout the operations, management, and governance structure of their respective organization and that this Directive is adhered to until further notice.

**INQUIRIES**

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Inquiries regarding this directive and the policies and procedures described herein should be directed to Loretta Range [lrange@ad.lacounty.gov](mailto:lrange@ad.lacounty.gov) and Sandra Woodward [swoodward@ad.lacounty.gov](mailto:swoodward@ad.lacounty.gov).