



RESPONDING TO AUDIT FINDINGS FROM EXTERNAL MONITORING AGENCIES

PURPOSE

LADD will respond to audits and findings delineated in reports resulting from auditing by external regulatory agencies in a timely and thorough manner so that corrective action is completed and communicated within the entire organization and to the external regulatory agency.

SCOPE

This policy applies to all LADD support services and employees.

POLICY

It is the policy of the LADD to operate in adherence to federal, state and local regulations or laws pertaining to service provision and funding source.

STANDARDS AND DEFINITIONS

1. The Compliance Department will be notified immediately of the receipt of a notice of audit by an external regulatory agency. The CCO will work with the external regulatory agency to provide the requested information in the timeframe required. All documentation of the audit will be maintained by the CCO.
2. If the audit is part of routine auditing completed annually by Contract Agencies the Services Department will respond to the audit accordingly and document in the audit database.
3. Audit findings that result in recommendations or request for a corrective action plan will be responded to within 5 business days unless a stricter timeline has been required in the findings report.

PROCEDURES

1. Upon receiving an audit report from a regulatory agency, the appropriate LADD Director will review the report and collect information, resources and the appropriate personnel in order to take immediate corrective action and development of a written response that is to be reviewed by the Director of Operations and Development prior to sending to the external regulatory agency.
2. The Director will begin the process of documenting the audit by starting a folder in G:\Administration\Audits. ORR.POC.RCA. Investigations and notifying the Compliance Department.
3. The Director is responsible for assuring the development of a response to each audit finding, by way of a Corrective Action Plan.
4. The Corrective Action Plan will address the following as needed:
 - The individuals affected by the findings.
 - The measures put in place or systematic changes made to ensure that the practice does not recur.
 - Identify who will carry out these measures and who is responsible for completion.
 - Target dates for completion and/or date of completion.
 - How the corrective action(s) will be monitored and who will do the monitoring.
 - Addressing any recommendations given within the report..
5. The Corrective Action Plan will be sent to the external regulatory agency by the stated due date by the Director and file a copy in the correct Administrative file.
6. The Director will be responsible to ensure a thorough review of system changes has occurred and that any changes have been updated or incorporated by the appropriate Department.
7. The Director will be responsible for ensuring system changes resulting from the Corrective Action Plan have been communicated throughout LADD.