



**AUDIT OF THE
NORTH LOS ANGELES COUNTY REGIONAL CENTER
FOR FISCAL YEARS 2017-18 AND 2018-19**

**Department of Developmental Services
February 24, 2020**

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TABLE OF CONTENTS

	Page
EXECUTIVE SUMMARY	1
BACKGROUND	2
Authority	3
Criteria	3
Audit Period	3
OBJECTIVES, SCOPE, AND METHODOLOGY	4
I. Purchase of Service	5
II. Regional Center Operations.....	6
III. Targeted Case Management and Regional Center Rate Study	6
IV. Service Coordinator Caseload Survey	6
V. Early Intervention Program (Part C Funding)	7
VI. Family Cost Participation Program.....	8
VII. Annual Family Program Fee	8
VIII. Parental Fee Program.....	9
IX. Procurement	10
X. Statewide/Regional Center Median Rates	11
XI. Other Sources of Funding from DDS	12
XII. Follow-up Review on Prior DDS Audit Findings	12
CONCLUSIONS	13
VIEWS OF RESPONSIBLE OFFICIALS.....	14
RESTRICTED USE.....	15
FINDING AND RECOMMENDATION.....	16
EVALUATION OF RESPONSE.....	17
ATTACHMENT	A
REGIONAL CENTER'S RESPONSE.....	Appendix A

EXECUTIVE SUMMARY

The Department of Developmental Services (DDS) conducted a fiscal compliance audit of North Los Angeles County Regional Center (NLACRC) to ensure NLACRC is compliant with the requirements set forth in the Lanterman Developmental Disabilities Services Act and Related Laws/Welfare and Institutions (W&I) Code; the Home and Community-based Services (HCBS) Waiver for the Developmentally Disabled; California Code of Regulations (CCR), Title 17; Federal Office of Management and Budget (OMB) Circulars A-122 and A-133; and the contract with DDS. Overall, the audit indicated that NLACRC maintains accounting records and supporting documentation for transactions in an organized manner.

The audit period was July 1, 2017, through June 30, 2019, with follow-up, as needed, into prior and subsequent periods. This report identifies some areas where NLACRC's administrative and operational controls could be strengthened, but none of the findings were of a nature that would indicate systemic issues or constitute major concerns regarding NLACRC's operations. A follow-up review was performed to ensure NLACRC has taken corrective action to resolve the findings identified in the prior DDS audit report.

Finding that needs to be addressed.

Finding 1: Family Cost Participation-Payments Above the Share of Cost (Repeat)

The review of the Family Cost Participation Program (FCPP) consumer files revealed that NLACRC paid for the share of cost for three of the 20 sampled consumers participating in this program. This resulted in overpayments totaling \$8,213.23, from July 2017 through January 2019, for three vendors who provided services to the three consumers. This is not in compliance with CCR, Title 17, Section 50255(a).

NLACRC provided additional documents indicating \$1,245.85 was not overpaid to the vendors and that it has collected \$2,757.78 from the vendor for the overpayment; therefore, NLACRC must reimburse DDS \$4,209.60 for the remaining balance.

BACKGROUND

DDS is responsible, under the W&I Code, for ensuring that persons with developmental disabilities (DD) receive the services and supports they need to lead more independent, productive, and integrated lives. To ensure that these services and supports are available, DDS contracts with 21 private, nonprofit community agencies/corporations that provide fixed points of contact in the community for serving eligible individuals with DD and their families in California. These fixed points of contact are referred to as regional centers (RCs). The RCs are responsible under State law to help ensure that such persons receive access to the programs and services that are best suited to them throughout their lifetime.

DDS is also responsible for providing assurance to the Department of Health and Human Services, Centers for Medicare and Medicaid Services (CMS), that services billed under California's HCBS Waiver program are provided and that criteria set forth for receiving funds have been met. As part of DDS' program for providing this assurance, the Audit Section conducts fiscal compliance audits of each RC no less than every two years, and completes follow-up reviews in alternate years. Also, DDS requires RCs to contract with independent Certified Public Accountants (CPAs) to conduct an annual financial statement audit. The DDS audit is designed to wrap around the independent CPA's audit to ensure comprehensive financial accountability.

In addition to the fiscal compliance audit, each RC will also be monitored by the DDS Federal Programs Operations Section to assess overall programmatic compliance with HCBS Waiver requirements. The HCBS Waiver compliance monitoring review has its own criteria and processes. These audits and program reviews are an essential part of an overall DDS monitoring system that provides information on RCs' fiscal, administrative, and program operations.

DDS and NLACRC, Inc. entered into State Contract HD149012, effective July 1, 2014, through June 30, 2021. This contract specifies that NLACRC, Inc. will operate an agency known as the NLACRC to provide services to individuals with DD and their families in East Valley, San Fernando, West Valley, and Antelope Valley areas. The contract is funded by state and federal funds that are dependent upon NLACRC performing certain tasks, providing services to eligible consumers, and submitting billings to DDS.

This audit was conducted at NLACRC from July 15, 2019, through August 14, 2019, by the Audit Section of DDS.

AUTHORITY

The audit was conducted under the authority of the W&I Code, Section 4780.5 and Article IV, Section 3 of the State Contract between DDS and NLACRC.

CRITERIA

The following criteria were used for this audit:

- W&I Code,
- "Approved Application for the HCBS Waiver for the Developmentally Disabled,"
- CCR, Title 17,
- OMB Circulars A-122 and A-133, and
- The State Contract between DDS and NLACRC, effective July 1, 2014.

AUDIT PERIOD

The audit period was July 1, 2017, through June 30, 2019, with follow-up, as needed, into prior and subsequent periods.

OBJECTIVES, SCOPE, AND METHODOLOGY

This audit was conducted as part of the overall DDS monitoring system that provides information on RCs' fiscal, administrative, and program operations. The objectives of this audit were:

- To determine compliance with the W&I Code,
- To determine compliance with the provisions of the HCBS Waiver Program for the Developmentally Disabled,
- To determine compliance with CCR, Title 17 regulations,
- To determine compliance with OMB Circulars A-122 and A-133, and
- To determine that costs claimed were in compliance with the provisions of the State Contract between DDS and NLACRC.

The audit was conducted in accordance with the Generally Accepted Government Auditing Standards issued by the Comptroller General of the United States. However, the procedures do not constitute an audit of NLACRC's financial statements. DDS limited the scope to planning and performing audit procedures necessary to obtain reasonable assurance that NLACRC was in compliance with the objectives identified above. Accordingly, DDS examined transactions on a test basis to determine whether NLACRC was in compliance with the W&I Code; the HCBS Waiver for the Developmentally Disabled; CCR, Title 17; OMB Circulars A-122 and A-133; and the State Contract between DDS and NLACRC.

DDS' review of NLACRC's internal control structure was conducted to gain an understanding of the transaction flow and the policies and procedures, as necessary, to develop appropriate auditing procedures.

DDS reviewed the annual audit report that was conducted by an independent CPA firm for Fiscal Year (FY) 2017-18, issued on March 13, 2019. It was noted that no management letter was issued for NLACRC. This review was performed to determine the impact, if any, upon the DDS audit and, as necessary, develop appropriate audit procedures.

The audit procedures performed included the following:

I. Purchase of Service

DDS selected a sample of Purchase of Service (POS) claims billed to DDS. The sample included consumer services and vendor rates. The sample also included consumers who were eligible for the HCBS Waiver Program. For POS claims, the following procedures were performed:

- DDS tested the sample items to determine if the payments made to service providers were properly claimed and could be supported by appropriate documentation.
- DDS selected a sample of invoices for service providers with daily and hourly rates, standard monthly rates, and mileage rates to determine if supporting attendance documentation was maintained by NLACRC. The rates charged for the services provided to individual consumers were reviewed to ensure compliance with the provision of the W&I Code; the HCBS Waiver for the Developmentally Disabled; CCR, Title 17, OMB Circulars A-122 and A-133; and the State Contract between DDS and NLACRC.
- DDS selected a sample of individual Consumer Trust Accounts to determine if there were any unusual activities and whether any account balances exceeded \$2,000, as prohibited by the Social Security Administration. In addition, DDS determined if any retroactive Social Security benefit payments received exceeded the \$2,000 resource limit for longer than nine months. DDS also reviewed these accounts to ensure that the interest earnings were distributed quarterly, personal and incidental funds were paid before the 10th of each month, and proper documentation for expenditures was maintained.
- DDS selected a sample of Uniform Fiscal Systems (UFS) reconciliations to determine if any accounts were out of balance or if there were any outstanding items that were not reconciled.
- DDS analyzed all of NLACRC's bank accounts to determine whether DDS had signatory authority, as required by the State Contract with DDS.
- DDS selected a sample of bank reconciliations for Operations (OPS) accounts and Consumer Trust bank accounts to determine if the reconciliations were properly completed on a monthly basis.

II. Regional Center Operations

DDS selected a sample of OPS claims billed to DDS to determine compliance with the State Contract. The sample included various expenditures claimed for administration that were reviewed to ensure NLACRC's accounting staff properly input data, transactions were recorded on a timely basis, and expenditures charged to various operating areas were valid and reasonable. The following procedures were performed:

- A sample of the personnel files, timesheets, payroll ledgers, and other support documents were selected to determine if there were any overpayments or errors in the payroll or the payroll deductions.
- A sample of OPS expenses, including, but not limited to, purchases of office supplies, consultant contracts, insurance expenses, and lease agreements were tested to determine compliance with CCR, Title 17, and the State Contract.
- A sample of equipment was selected and physically inspected to determine compliance with requirements of the State Contract.
- DDS reviewed NLACRC's policies and procedures for compliance with the DDS Conflict of Interest regulations, and DDS selected a sample of personnel files to determine if the policies and procedures were followed.

III. Targeted Case Management (TCM) and Regional Center Rate Study

The TCM Rate Study determines the DDS rate of reimbursement from the federal government. The following procedures were performed upon the study:

- Reviewed applicable TCM records and NLACRC's Rate Study. DDS examined the month of May 2018 and traced the reported information to source documents.
- The last Case Management Time Study, performed in May 2016, was reviewed in the prior DDS audit that included FY 2016-17. As a result, there was no Case Management Time Study to review for this audit period.

IV. Service Coordinator Caseload Survey

Under the W&I Code, Section 4640.6(e), RCs are required to provide service coordinator caseload data to DDS. The following average service coordinator-to-consumer ratios apply per W&I Code Section 4640.6(c)(1)(2)(3)(A)(B)(C):

"(c) Contracts between the department and regional centers shall require regional centers to have service coordinator-to-consumer ratios, as follows:

- (1) An average service coordinator-to-consumer ratio of 1 to 62 for all consumers who have not moved from the developmental centers to the community since April 14, 1993. In no case shall a service coordinator for these consumers have an assigned caseload in excess of 79 consumers for more than 60 days.
- (2) An average service coordinator-to-consumer ratio of 1 to 45 for all consumers who have moved from a developmental center to the community since April 14, 1993. In no case shall a service coordinator for these consumers have an assigned caseload in excess of 59 consumers for more than 60 days.
- (3) Commencing January 1, 2004, the following coordinator-to-consumer ratios shall apply:
 - (A) All consumers three years of age and younger and for consumers enrolled in the Home and Community-based Services Waiver program for persons with developmental disabilities, an average service coordinator-to-consumer ratio of 1 to 62.
 - (B) All consumers who have moved from a developmental center to the community since April 14, 1993, and have lived continuously in the community for at least 12 months, an average service coordinator-to-consumer ratio of 1 to 62.
 - (C) All consumers who have not moved from the developmental centers to the community since April 14, 1993, and who are not described in subparagraph (A), an average service coordinator-to-consumer ratio of 1 to 66."

DDS also reviewed the Service Coordinator Caseload Survey methodology used in calculating the caseload ratios to determine reasonableness and that supporting documentation is maintained to support the survey and the ratios as required by W&I Code, Section 4640.6(e).

V. Early Intervention Program (EIP; Part C Funding)

For the EIP, there are several sections contained in the Early Start Plan. However, only the Part C section was applicable for this review.

VI. Family Cost Participation Program (FCPP)

The FCPP was created for the purpose of assessing consumer costs to parents based on income level and dependents. The family cost participation assessments are only applied to respite, day care, and camping services that are included in the child's Individual Program Plan (IPP)/Individualized Family Services Plan (IFSP). To determine whether NLACRC was in compliance with CCR, Title 17, and the W&I Code, Section 4783, DDS performed the following procedures during the audit review:

- Reviewed the list of consumers who received respite, day care, and camping services, for ages 0 through 17 years who live with their parents and are not Medi-Cal eligible, to determine their contribution for the FCPP.
- Reviewed the parents' income documentation to verify their level of participation based on the FCPP Schedule.
- Reviewed copies of the notification letters to verify that the parents were notified of their assessed cost participation within 10 working days of receipt of the parents' income documentation.
- Reviewed vendor payments to verify that NLACRC was paying for only its assessed share of cost.

VII. Annual Family Program Fee (AFPF)

The AFPF was created for the purpose of assessing an annual fee of up to \$200 based on the income level of families with children between the ages of 0 through 17 years receiving qualifying services through the RC. The AFPF fee shall not be assessed or collected if the child receives only respite, day care, or camping services from the RC and a cost for participation was assessed to the parents under FCPP. To determine whether NLACRC was in compliance with the W&I Code, Section 4785, DDS requested a list of AFPF assessments and verified the following:

- The adjusted gross family income is at or above 400 percent of the federal poverty level based upon family size.
- The child has a DD or is eligible for services under the California Early Intervention Services Act.
- The child is less than 18 years of age and lives with his or her parent.
- The child or family receives services beyond eligibility determination, needs assessment, and service coordination.

- The child does not receive services through the Medi-Cal program.
- Documentation was maintained by the RC to support reduced assessments.

VIII. Parental Fee Program (PFP)

The PFP was created for the purpose of prescribing financial responsibility to parents of children under the age of 18 years who are receiving 24-hour out-of-home care services through a RC or who are residents of a state hospital or on leave from a state hospital. Parents shall be required to pay a fee depending upon their ability to pay, but not to exceed (1) the cost of caring for a child without DD at home, as determined by the Director of DDS, or (2) the cost of services provided, whichever is less. To determine whether NLACRC is in compliance with the W&I Code, Section 4782, DDS requested a list of PFP assessments and verified the following:

- Identified all children with DD who are receiving the following services:
 - (a) All 24-hour out-of-home community care received through an RC for children under the age of 18 years;
 - (b) 24-hour care for such minor children in state hospitals. Provided, however, that no ability to pay determination shall be made for services required by state or federal law, or both, to be provided to children without charge to their parents.
- Provided DDS with a listing of new placements, terminated cases, and client deaths for those clients. Such listings shall be provided not later than the 20th day of the month following the month of such occurrence.
- Informed parents of children who will be receiving services that DDS is required to determine parents' ability to pay and to assess, bill, and collect parental fees.
- Provided parents a package containing an informational letter, a Family Financial Statement (FFS), and a return envelope within 10 working days after placement of a minor child.
- Provided DDS a copy of each informational letter given or sent to parents, indicating the addressee and the date given or mailed.

IX. Procurement

The Request for Proposal (RFP) process was implemented to ensure RCs outline the vendor selection process when using the RFP process to address consumer service needs. As of January 1, 2011, DDS requires RCs to document their contracting practices, as well as how particular vendors are selected to provide consumer services. By implementing a procurement process, RCs will ensure that the most cost-effective service providers, amongst comparable service providers, are selected, as required by the Lanterman Act and the State Contract. To determine whether NLACRC implemented the required RFP process, DDS performed the following procedures during the audit review:

- Reviewed NLACRC's contracting process to ensure the existence of a Board-approved procurement policy and to verify that the RFP process ensures competitive bidding, as required by Article II of the State Contract, as amended.
- Reviewed the RFP contracting policy to determine whether the protocols in place included applicable dollar thresholds and comply with Article II of the State Contract, as amended.
- Reviewed the RFP notification process to verify that it is open to the public and clearly communicated to all vendors. All submitted proposals are evaluated by a team of individuals to determine whether proposals are properly documented, recorded, and authorized by appropriate officials at NLACRC. The process was reviewed to ensure that the vendor selection process is transparent and impartial and avoids the appearance of favoritism. Additionally, DDS verified that supporting documentation is retained for the selection process and, in instances where a vendor with a higher bid is selected, written documentation is retained as justification for such a selection.

DDS performed the following procedures to determine compliance with Article II of the State Contract for contracts in place as of January 1, 2011:

- Selected a sample of Operations, Community Placement Plan (CPP), and negotiated POS contracts subject to competitive bidding to ensure NLACRC notified the vendor community and the public of contracting opportunities available.
- Reviewed the contracts to ensure that NLACRC has adequate and detailed documentation for the selection and evaluation process of vendor proposals and written justification for final vendor selection decisions and that those contracts were properly signed and executed by both parties to the contract.

In addition, DDS performed the following procedures:

- To determine compliance with the W&I Code, Section 4625.5 for contracts in place as of March 24, 2011: Reviewed to ensure NLACRC has a written policy requiring the Board to review and approve any of its contracts of two hundred fifty thousand dollars (\$250,000) or more before entering into a contract with the vendor.
- Reviewed NLACRC Board-approved Operations, Start-Up, and POS vendor contracts of \$250,000 or more, to ensure the inclusion of a provision for fair and equitable recoupment of funds for vendors that cease to provide services to consumers; verified that the funds provided were specifically used to establish new or additional services to consumers, the usage of funds is of direct benefit to consumers, and the contracts are supported with sufficiently detailed and measurable performance expectations and results.

The process above was conducted in order to assess NLACRC's current RFP process and Board approval for contracts of \$250,000 or more, as well as to determine whether the process in place satisfies the W&I Code and NLACRC's State Contract requirements, as amended.

X. Statewide/Regional Center Median Rates

The Statewide and RC Median Rates were implemented on July 1, 2008, and amended on December 15, 2011, to ensure that RCs are not negotiating rates higher than the set median rates for services. Despite the median rate requirement, rate increases could be obtained from DDS under health and safety exemptions where RCs demonstrate the exemption is necessary for the health and safety of the consumers.

To determine whether NLACRC was in compliance with the Lanterman Act, DDS performed the following procedures during the audit review:

- Reviewed sample vendor files to determine whether NLACRC is using appropriately vendorized service providers and correct service codes, and that NLACRC is paying authorized contract rates and complying with the median rate requirements of W&I Code, Section 4691.9.
- Reviewed vendor contracts to ensure that NLACRC is reimbursing vendors using authorized contract median rates and verified that rates paid represented the lower of the statewide or RC median rate set after June 30, 2008. Additionally, DDS verified that providers vendorized before June 30, 2008, did not receive any unauthorized rate increases, except in situations where required by regulation, or health and safety exemptions were granted by DDS.

- Reviewed vendor contracts to ensure that NLACRC did not negotiate rates with new service providers for services which are higher than the RC's median rate for the same service code and unit of service, or the statewide median rate for the same service code and unit of service, whichever is lower. DDS also ensured that units of service designations conformed with existing RC designations or, if none exists, ensured that units of service conformed to a designation used to calculate the statewide median rate for the same service code.

XI. Other Sources of Funding from DDS

RCs may receive other sources of funding from DDS. DDS performed sample tests on identified sources of funds from DDS to ensure NLACRC's accounting staff were inputting data properly, and that transactions were properly recorded and claimed. In addition, tests were performed to determine if the expenditures were reasonable and supported by documentation. The sources of funding from DDS identified in this audit are:

- Start-Up Funds;
- CPP;
- Denti-Cal;
- Part C – Early Start Program; and
- Family Resource Center.

XII. Follow-up Review on Prior DDS Audit Findings

As an essential part of the overall DDS monitoring system, a follow-up review of the prior DDS audit findings was conducted. DDS identified prior audit findings that were reported to NLACRC and reviewed supporting documentation to determine the degree of completeness of NLACRC's implementation of corrective actions.

CONCLUSIONS

Based upon the audit procedures performed, DDS determined that except for the one item identified in the Finding and Recommendation section, NLACRC was in compliance with applicable sections of the W&I Code; the HCBS Waiver for the Developmentally Disabled; CCR, Title 17; OMB Circulars A-122 and A-133; and the State Contract between DDS and NLACRC for the audit period, July 1, 2017, through June 30, 2019.

The costs claimed during the audit period were for program purposes and adequately supported.

From the review of the three prior audit findings, it has been determined that NLACRC has taken appropriate corrective action to resolve two findings.

VIEWS OF RESPONSIBLE OFFICIALS

DDS issued the draft audit report on November 20, 2019. The finding in the draft audit report was discussed at a formal exit conference with NLACRC on December 6, 2019. The views of NLACRC's responsible officials are included in this final audit report.

RESTRICTED USE

This audit report is solely for the information and use of DDS, Department of Health Care Services, CMS, and NLACRC. This restriction does not limit distribution of this audit report, which is a matter of public record.

FINDING AND RECOMMENDATION

Finding that needs to be addressed.

**Finding 1: Family Cost Participation-Payments Above the Share of Cost
(Repeat)**

The review of the FCPP consumer files revealed that NLACRC continues to pay the share of cost for three of the 20 sampled consumers participating in this program. The share of cost should have been the responsibility of the consumers' families. This resulted in overpayments totaling \$8,213.23 from July 2017 through January 2019 to three vendors who provided services to the three consumers. This issue was also noted in the prior audit. NLACRC indicated this occurred when the prior year authorizations were not adjusted and rolled over to the next fiscal year. (See Attachment A)

CCR, Title 17, Section 50255(a) states:

"The parents of a child who meet the definition under Section 4783(a)(l) of the Welfare and Institutions Code shall be jointly and severally responsible for the assessed amount of family cost participation."

NLACRC provided additional documents in their response indicating \$1,245.85 was not overpaid to the vendors and that it has collected \$2,757.78 from the vendor for the overpayment. As a result, \$4,209.60 in overpayments remain outstanding.

Recommendation:

NLACRC must reimburse the \$4,209.60 in overpayments that resulted from incorrectly paying for the family's share of costs. In addition, NLACRC should ensure that only the costs NLACRC is responsible for are entered into the UFS to prevent the possibility of any overpayments.

EVALUATION OF RESPONSE

As part of the audit report process, NLACRC was provided with a draft audit report and requested to provide a response to the finding. NLACRC's response dated January 10, 2020, is provided as Appendix A.

DDS' Audit Section has evaluated NLACRC's response and will confirm the appropriate corrective action has been taken during the next scheduled audit.

Finding that needs to be addressed.

Finding 1: Family Cost Participation-Payments Above the Share of Cost (Repeat)

NLACRC stated it updated its FCPP procedures in 2018 and now requires case management to authorize services with an end date that coincides with the effective FCPP assessment date. Once the assessment is completed, case management will update the consumer authorization for services to continue, otherwise the authorization will terminate.

In addition, of the \$8,213.23 identified in the audit, NLACRC provided additional documents indicating services totaling \$1,245.85 reimbursed to Accredited Respite Services, Vendor Number HL062, Service Code 862, and Bell Homecare Staffing LLC., Vendor Number PL1003, Service Code 62, were authorized and that it has collected overpayments totaling \$2,757.78 from Bell Homecare Staffing, LLC. Therefore, overpayments totaling \$4,209.60 paid to The Caring Connection Inc., Vendor Number HL0255, Service Code 862, still remain outstanding and should be reimbursed to DDS.

North Los Angeles County Regional Center
 Family Cost Participation-Payments Above the Share of Cost (Repeat)
 Fiscal Years 2017-18 and 2018-19

No.	Unique Client Identification Number	Vendor Number	Vendor Name	Service Code	Authorization	Service Month	Over-payments	Adjusted Amount	Collected Amount	Balance
1	8133128	HL0255	The Caring Connection, Inc.	862	18544788	Dec-17	\$599.40	\$0.00	\$0.00	\$599.40
						Jan-18	\$599.40	\$0.00	\$0.00	\$599.40
						Feb-18	\$599.40	\$0.00	\$0.00	\$599.40
						Mar-18	\$599.40	\$0.00	\$0.00	\$599.40
						Apr-18	\$599.40	\$0.00	\$0.00	\$599.40
						May-18	\$599.40	\$0.00	\$0.00	\$599.40
2	8133039	HL0621	Accredited Respite Service	862	19407669	Jun-18	\$613.20	\$0.00	\$0.00	\$613.20
						Nov-18	\$60.33	\$60.33	\$0.00	\$0.00
						Dec-18	\$120.66	\$120.66	\$0.00	\$0.00
						Jan-19	\$40.22	\$40.22	\$0.00	\$0.00
						Jul-17	\$304.19	\$304.19	\$0.00	\$0.00
						Aug-17	\$720.45	\$720.45	\$0.00	\$0.00
3	7868822	PL1003	Bell Homecare Staffing, LLC	62	18343430	Sep-17	\$256.16	\$0.00	\$256.16	\$0.00
						Oct-17	\$464.29	\$0.00	\$464.29	\$0.00
						Nov-17	\$368.81	\$0.00	\$368.81	\$0.00
						Dec-17	\$144.67	\$0.00	\$144.67	\$0.00
						Jan-18	\$528.91	\$0.00	\$528.91	\$0.00
						Feb-18	\$144.67	\$0.00	\$144.67	\$0.00
						Mar-18	\$272.75	\$0.00	\$272.75	\$0.00
						Apr-18	\$272.75	\$0.00	\$272.75	\$0.00
						Jun-18	\$304.77	\$0.00	\$304.77	\$0.00
						Total Overstated Share of Cost Payments				

APPENDIX A

NORTH LOS ANGELES COUNTY REGIONAL CENTER

**RESPONSE
TO AUDIT FINDING**

(Certain documents provided by the North Los Angeles County Regional Center as attachments to its response are not included in this report due to the detailed and sometimes confidential nature of the information).



North Los Angeles County Regional Center

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January 10, 2020

Mr. Edward Yan, Manager
Department of Developmental Services
Audit Branch
1600 Ninth St., Room 230, MS 2-10
Sacramento, CA 95814

RE: Draft Audit Report for Fiscal Years 2017-2018 and 2018-2019

Dear Mr. Yan:

The purpose of this letter is to respond to the Department of Developmental Services' (DDS) draft audit report of North Los Angeles County Regional Center (NLACRC) for fiscal years 2017-2018 and 2018-2019.

Audit Finding #1:

Family Cost Participation – Payments Above the Share of Cost

DDS sampled 20 consumer Family Cost Participation Program (FCPP) files and determined that, NLACRC paid the share of cost for three of the 20 consumers participating in this program. Per DDS, the share of cost should have been the responsibility of the three consumers' families, resulting in overpayments totaling \$8,213.23.

NLACRC Response

- **Consumer #1 - V.C. (UCI #8133128)**
NLACRC reviewed the FCPP assessment for consumer V.C. and determined that NLACRC did not update services under authorization #18544788 in accordance with the FCPP assessment, which resulted in NLACRC incorrectly paying the family's share of cost. The FCPP assessment was completed in September 2017, before NLACRC changed its FCPP procedures during 2018 to minimize such errors. NLACRC is in agreement with the overpayment finding for V.C. in the amount of \$4,209.60.
- **Consumer #2 - F.G. (UCI #8133039)**
NLACRC reviewed the FCPP assessment for consumer F.G. and determined that NLACRC completed the assessment and updated services under authorization #19407669 in accordance with the FCPP assessment. Per the FCPP assessment, authorization #19407669 allowed for a total of 216 hours of services for the period of July 1, 2018 through June 30, 2019. Based on payment records, NLACRC paid a total of 132 hours of services under the authorization as follows:

Summary

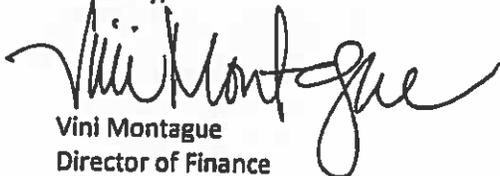
- Consumer #1 – NLACRC agrees with overpayment of \$4,209.60
- Consumer #2 – NLACRC disagrees with overpayment of \$221.21
- Consumer #3 – NLACRC disagrees with overpayment of \$1,024.64
NLACRC agrees with overpayment of \$2,757.78

In 2018, NLACRC updated its FCPP procedures. Prior to the change in procedures, when respite and daycare services were initially assessed for FCPP eligible consumers, case management authorized the services as an ongoing service with no end date. Once the FCPP assessment was completed, case management updated the authorization(s) in accordance with the FCPP assessment. If the consumer was assessed a share of cost, the authorization(s) were required to be updated to reflect the change in services. NLACRC found that in its former process sometimes authorizations were not updated to reflect the change in services based on the new assessment. NLACRC's updated FCPP procedures require that case management authorize initial respite and daycare services with an end date that coincides with the effective date of the FCPP assessment. Once the FCPP assessment is completed, case management must extend and update the authorization, if appropriate, in order for services to continue. If case management does not extend and update the authorization, the services automatically terminate with the end date. For consumer #1 of DDS's FCPP finding, the FCPP assessment was completed in 2017, prior to NLACRC's updated FCPP procedures. For consumer #2 of DDS's FCPP finding, NLACRC disagrees with the overpayment finding. For consumer #3 of DDS's FCPP finding, the overpayment was the result of the vendor billing in excess of the authorized amount, and not with NLACRC's FCPP procedures.

NLACRC is committed to compliance with FCPP statutory requirements and is confident in its updated FCPP procedures.

If you have any questions regarding NLACRC's responses, please contact me at (818) 756-6388.

Sincerely,



Vini Montague
Director of Finance

cc: Ruth Janka, Executive Director
Kim Rolfes, Deputy Director-Chief Financial Officer
Jesse Weller, Chief of Program Services
Sheila Calove, Consumer Services Director
Cristina Preuss, Consumer Services Director
Amy Gandin, Consumer Services Supervisor