AGING AND ADULT SERVICES

**CORRECTIVE ACTION POLICY**

**FOR CONTRACTED OLDER AMERICANS ACT**

**AND COUNTY SPONSORED PROGRAM PROVIDERS**

1. The provider will make every effort to take corrective action immediately after a verbal or written request regarding program and/or fiscal performance has been made by Aging and Adult Services staff.
2. If corrective action is not taken within 30 days, a written request to comply will be made by Aging and Adult Services.
3. A written response outlining a corrective action plan will be required within a timeline specified in the written request. Compliance will be required in a timeframe appropriate to the requested corrective action and specified by Aging and Adult Services.
4. If compliance doesn’t occur within the specified timeline, payment for services may be withheld until corrective action is taken. In the event this occurs, a written warning will be sent to the provider specifying that payment will cease 30 days from the date the letter was sent by Aging and Adult Services.
5. Non-compliance with Corrective Action may result in termination of the contract.