

of the seven centers and corrective actions have been implemented at the two centers as recommended.

**Response #20, Address Interest Allocation Errors:** ODVA believes in resolving problems that are identified in a reasonable time frame. We communicated with our technical support on a regular basis and it took a longer time to fix than anticipated. Corrective action is in place.

**Response #21, Report Unclaimed Funds in a Timely Manner:** SOP #600- Disbursement of Deceased Residents Assets was revised and updated effective January 2013. SOP provides specific guidance regarding reporting to OST to be compliant with ODVA Administrative Code 770:10-3-6 and 58 O.S. §§ 393 and 394. It should be noted that items that are not stored in a safe deposit box or other safekeeping repository are not accepted by OST per statute 60 O.S. § 657.3.

**Response #22, Improve Trust Account Approvals at Claremore Center:** This recommendation is based on one veterans center. A new administrator was hired on November 19, 2012 and with their hiring, a number of business practices have since been changed and revised. Quality Assurance will perform regularly scheduled reviews of patient trust fund accounts to ensure monies disbursed are in accordance with the provisions of SOP #322- Patient Accounts.