LEGAL SERVICES CORPORATION BOARD OF DIRECTORS

MEETING OF THE AUDIT COMMITTEE

OPEN SESSION

Monday, April 13, 2015

1:37 p.m.

Legal Services Corporation 3333 K Street, N.W. Third Floor F. William McCalpin Conference Center Washington, D.C. 20007

COMMITTEE MEMBERS PRESENT:

Victor B. Maddox, Chairperson Harry J.F. Korrell, III Gloria Valencia-Weber David Hoffman (Non-Director Member)(by telephone) John G. Levi, ex officio

OTHER BOARD MEMBERS PRESENT:

Charles N.W. Keckler Victor B. Maddox Laurie Mikva Martha L. Minow Father Pius Pietrzyk, O.P. Julie A. Reiskin

James J. Sandman, President Lynn Jennings, Vice President for Grants Management Rebecca Fertig Cohen, Special Assistant to the President Patrick Malloy, Grants Management/Legislative Fellow, Executive Office Wendy Rhein, Chief Development Officer Ronald S. Flagg, Vice President for Legal Affairs, General Counsel, and Corporate Secretary Mark Freedman, Senior Assistant General Counsel, Office of Legal Affairs Stefanie Davis, Assistant General Counsel, Office of Legal Affairs David L. Richardson, Comptroller and Treasurer, Office of Financial and Administrative Services Carol A. Bergman, Director, Office of Government Relations and Public Affairs Carl Rauscher, Director of Media Relations, Office of Government Relations and Public Affairs Jeffrey E. Schanz, Inspector General Laurie Tarantowicz, Assistant Inspector General and Legal Counsel, Office of the Inspector General John Seeba, Assistant Inspector General for Audit, Office of the Inspector General Daniel O'Rourke, Assistant Inspector General for Investigations, Office of the Inspector General David Maddox, Assistant Inspector General for Management and Evaluation, Office of the Inspector General Joel Gallay, Special Counsel to the Inspector General, Office of the Inspector General Roxanne Caruso, Director of Audit Operations, Office of the Inspector General Magali Khalkho, Director of Management Operations, Office of the Inspector General

STAFF AND PUBLIC PRESENT (Cont'd):

Daniel Sheahan, Program Evaluation Analyst, Office of the Inspector General Lora M. Rath, Director, Office of Compliance and Enforcement Megan Lacchini, Deputy Director, Office of Compliance and Enforcement Lisa Watson, Deputy Director for Fiscal Compliance, Office of Compliance and Enforcement Sheila Mashhadishafie, Program Counsel, Office of Compliance and Enforcement William Carl Isler, Program Counsel, Office of Compliance and Enforcement Kia Ashley, Program Counsel, Office of Compliance and Enforcement Helga Merz-Hafezi, Fiscal Compliance Specialist, Office of Compliance and Enforcement Shanda Gottlieb, Fiscal Compliance Specialist, Office of Compliance and Enforcement Thomas Enright, Fiscal Compliance Specialist, Office of Compliance and Enforcement Chinnamma Mathew, Administrative Assistant, Office of Compliance and Enforcement Janet LaBella, Director, Office of Program Performance Traci Higgins, Director, Office of Human Resources Peter Campbell, Chief Information Officer, Office of Information Technology Eric Jones, Network Engineer, Office of Information Technology Robert E. Henley, Jr., Non-Director Member, Finance Committee Robin C. Murphy, National Legal Aid and Defender Association (NLADA) Terry Brooks, American Bar Association Standing

Committee on Legal Aid and Indigent Defendants (SCLAID)

Dominique Martin, Law99.com

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C O N T E N T S

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- 7. Approval of minutes of the Committee's Closed Session meeting on January 22, 2015
- 8. Briefing by Office of Compliance and Enforcement on active enforcement matter(s) and followup to open investigation referrals from OIG

Lora M. Rath, Director, Office of Compliance and Enforcement

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1	PROCEEDINGS
2	(1:37 p.m.)
3	CHAIRMAN MADDOX: All right. We're going to
4	call the public session of the Audit Committee meeting
5	to order. And the first item on our agenda is the
6	approval of the agenda. Is there a motion?
7	MOTION
8	MR. KORRELL: So move.
9	PROFESSOR VALENCIA-WEBER: Second.
10	CHAIRMAN MADDOX: Gloria, second. All in
11	favor?
12	(A chorus of ayes.)
13	CHAIRMAN MADDOX: Opposed?
14	(No response.)
15	CHAIRMAN MADDOX: So the approval of the
16	agenda is agreed to.
17	Item number 2 is approval of the minutes of
18	our Committee's January 22, 2015 meeting. Is there a
19	motion?
20	MOTION
21	PROFESSOR VALENCIA-WEBER: So move.
22	CHAIRMAN MADDOX: Gloria. Second?

1 MR. KORRELL: Second.

CHAIRMAN MADDOX: All in favor? 2 (A chorus of ayes.) 3 CHAIRMAN MADDOX: Opposed? 4 5 (No response.) 6 CHAIRMAN MADDOX: The minutes are approved. Item number 3 is a briefing by the Office of 7 Inspector General. I recognize Jeffrey Schanz, the 8 9 Inspector General. Welcome. 10 MR. SCHANZ: Thank you, Mr. Chairman. I would 11 like to draw your attention to a couple of the emails 12 that I forwarded to you. And I learned something

13 today. I think it was Mr. Sandman that said you have 14 to make your website proactive, not expecting people to 15 visit it.

So what I do for the Board is I notify you every time I issue a report. I heard a recommendation already today that I will accept readily, is to identify to you the importance of the report and what it's generally about.

21 And then I'd draw your attention once again to 22 our website because there's a plethora of information in there as far as fraud prevention and some of the things we've been doing in the background that don't necessarily make the semiannual report.

One example of that is I did send to you recently the results that we call on a capstone report, but the results of our QCR initiative, where we assess the quality of the IPA, independent public accountant, reports that are done of each and every grantee.

So some of them are deficient and they don't 9 meet GAGAS. So we have a contract, an ongoing 10 11 contract, with -- we're recompeting it because we've 12 completed the cycle of all the IPA reports that come in quarterly -- well, not quarterly, but I mean in the 13 course of over four years, we take a quarter of them 14 15 and take a look at the IPA reports on a quarterly -- or 16 once a year.

17 So that has totaled that we've completed the 18 cycle of all IPA reports. And then I put together --19 or I didn't put together but my staff put together a 20 report that shows where the IPAs should have done more 21 work or should have drilled down or should have looked 22 for fraud in a different way than in which they did.

And we feel like that gives us ultimate coverage of what's happening in the field, between Management's OCE and OPP reviews, between the IG reviews, and audits and investigations which we follow up on hotline calls. And then the last part of it is the QCR, quality control review, of what the IPAs are doing.

8 So that information was provided to you, and I 9 would draw your attention to it. I know you're busier 10 than I am, but -- maybe. So anyway, I appreciate your 11 time and attention to take a look at the things that we 12 do produce.

A lot of the questions that have been asked in the last two days are in fact on our website as far as the reports that we issue, as far as the QCR report, and as far as what I believe are very good,

17 independent, and objective audit reporting.

18 And that's what I have, Mr. Chairman. Any 19 questions?

20 CHAIRMAN MADDOX: Thank you, Jeff. I do think 21 it would be helpful if, at least for me and maybe for 22 others on the Board, when you forwarded a report that

1 you had posted to the website, you maybe provided a short abstract, executive summary, just because in my 2 case, I get your reports in my emails. I'm in the 3 middle of something else. I put it in a file labeled 4 5 OIG, and then at some point a month down the road, 6 maybe, or a few weeks, I actually get to read it. 7 But it would be helpful, I think, if you could provide some --8 Headline. 9 DEAN MINOW: CHAIRMAN MADDOX: -- headline, thank you, just 10 11 highlighting why this report is important, what its 12 significance is in your view. Now, it may well be that all of that is there in your cover letter, which 13 typically accompanies the reports. 14 15 MR. SCHANZ: Correct. 16 CHAIRMAN MADDOX: Even so, it's always nice to 17 have an executive, high-level summary in the email. So 18 that would just be a thought for how to help make that reporting more user-friendly for me. 19 20 MR. SCHANZ: Message received, Mr. Chairman. 21 I can do new and improved. 22 CHAIRMAN MADDOX: I know.

1 MR. SCHANZ: And try to put some -- I don't know what they're called -- graphics on the message, 2 but --3 4 CHAIRMAN MADDOX: Just leave the emoticons 5 out, please. 6 MR. SCHANZ: That's what I was looking for. 7 Thank you. CHAIRMAN MADDOX: No emoticons. 8 MR. SCHANZ: But yes, we can do that. And 9 obviously, or maybe not so obviously, but I'm used to 10 11 doing that with the Department of Justice reports that 12 could total 2- to 300 pages. 13 CHAIRMAN MADDOX: Sure. 14 MR. SCHANZ: So we always did --CHAIRMAN MADDOX: Well, again, this is not to 15 16 -- following the Korrell principle -- I'm going to give 17 it a more sophisticated title. Following the Korrell 18 principle, I don't want to be creating work for you or your staff. But if you've put the reports together, 19 20 you probably already know how you would headline it. 21 So that would be great. 22 Any other questions for Jeff on this or any

1 other topic? Gloria?

This was --2 PROFESSOR VALENCIA-WEBER: Yes. and I just had to cruise through it very fast, so I 3 could be asking an inadequately phrased question here 4 -- but this is on the IPAs that are hired by our 5 6 grantees, and you look at a quarter of them. 7 And the difficulties that you found, are they 8 related to the IPAs that our grantees are hiring, whether they have problems finding a IPA that can do 9 the kind of audit for a nonprofit? Or is it something 10 11 else that these IPAs say they're doing an appropriate audit but in fact have not? 12 MR. SCHANZ: It would be the latter. John is 13 here to protect my flanks again, so I thank you, John. 14 But what we take a look at is, are they doing an audit 15 16 according to standards? And can the grantee or LSC 17 Management rely on that? And in some cases, we find out that no, not 18 only is the work insufficient, but we've moved to 19 suspend and debar two IPAs in the last two years 20 21 because their work just isn't up to any standard. And

22 with that, I'll turn it over to John, who has more

1 details.

2	MR. SEEBA: This is John Seeba. Basically,
3	Jeff nailed it. These are reviews of the IPA, the work
4	that they do. And because of the regulatory
5	environment that we're in, there's a lot of special
6	things that they need to do for us. And a lot of times
7	they skip over those areas or don't do a complete job.
8	So these checks and balances basically help us
9	make sure that they're getting a quality audit. And
10	then if they don't do it, we actually go back and make
11	them complete the audit, and make sure they do it
12	properly.
13	PROFESSOR VALENCIA-WEBER: Does that include
14	your recommending that they find another IPA?
15	MR. SEEBA: The only situation where that
16	happens is if they get debarred. And then they
17	actually have to go back and redo the audit.
18	MR. SCHANZ: And as a matter of course,
19	Gloria, we wouldn't do that anyway because that would
20	be stepping in the grantee management's decisions. And
21	that's something we do not do.
22	CHAIRMAN MADDOX: Jeff, I've got one more

1 question. Just to follow up on something that we've talked about previously, in the list of OCE actions 2 regarding your referrals, there's a reference to the 3 Minnesota grantee, NorthEastern Minnesota, and your 4 office found that the IPA had determined that the 5 6 grantee did not have an internal control system designed to provide for the preparation of the 7 financial statements. And you noted that this was a 8 prior year finding as well. 9

10 OCE's response was basically to say this was a 11 small grantee with a small staff. And so the matter 12 was closed, with OCE effectively pledging to continue to provide assistance. I'm just wondering if from your 13 perspective there needs to be anything more done in 14 15 that situation, and is there some sort of systemic 16 issue whereby small grantees, however that may be 17 defined, effectively don't have internal controls?

We saw in the Dakota Plains grantee almost \$100,000 over a four-year period that has been questioned, and effectively because of the lack of controls, given the size of the staff. It seems like that's a large number, and it seems like this issue

1 crops up a lot.

2 Julie, I know, has suggested to me that in her organization, which is a nonprofit, they have a very 3 small staff, I think six people overall full-time, 4 5 Julie --6 MS. REISKIN: Fifteen paid, six full-time, one-third financial. And we manage to do all of those 7 8 controls. CHAIRMAN MADDOX: Yes. 9 So I'm just wondering, is there an issue there that we need to be concerned 10 11 about or that OIG needs to be giving more thought to? 12 Are you satisfied with OCE's response to that situation in Minnesota and generally? 13 MR. SCHANZ: Well, I can give you a general 14 15 answer, and the specific answer, I don't have enough 16 details on that. But my staff meets with OCE and OPP 17 on a biweekly basis, so these issues can be vetted at 18 that time. To me, I don't know if I've established a 19 reputation here, but to me, the size of the grantee 20 21 doesn't matter. It's the issue and the subject matter 22 that I pursue.

And the prior Board, when I first started seven years ago, my recommendation was, if you're too small to have an audit staff or an audit committee, then you could use a board member. You could refer it to a board member, who could take a look as somebody who's a CPA on the board that would step into that role.

8 So as far as I'm concerned, internal controls 9 are endemic in every single grantee we have, regardless 10 of the size. And I would have to defer to Management 11 and my auditors to give you more information on the 12 details of the discussion, but I do want to highlight 13 that if something falls through the cracks, Jim and I 14 meet biweekly and --

15 CHAIRMAN MADDOX: I'm not suggesting anything's falling through the cracks. I just wonder 16 if there's, A, a different of philosophy about this --17 18 and I don't know, Jim, if you want to chime in, of course please do -- I just would hate to find out a 19 year or two from now that we've lost \$300,000 because a 20 small grantee had set up phony vendors and had 21 22 duplicated problems we've seen people go to jail for.

1 So I guess the real question is, is there any 2 difference of opinion between Management and your 3 office about the seriousness of this issue and whether 4 it needs to be addressed more systemically?

5 MR. SCHANZ: Well, I can speak from my point 6 of view, which I just did for the record. I believe 7 that internal controls are necessary for every program, 8 no matter what size. At the last Friday meeting, I 9 mentioned there's an inverse relationship between your 10 reliance on internal controls and the amount of 11 substantive testing that you do.

So if we find no separation of duties, or the same person that does account receivables is doing accounts payable, that's a problem. And like I said, regardless of the size, you can make ways for -- I recommended one, have the board of directors step in, somebody with a financial background.

We have examples here with -- we have subject matter experts on the Finance Committee for -- you make a decision to go forward, but you never get away from the basic criteria that you need to have the internal controls. You have to have separation of duties. And

1 the answer from my point of view, Vic, is very

2 emphatically no. That would not make a difference for 3 the OIG.

4 CHAIRMAN MADDOX: Well, I just highlight the 5 issue because it seems like we hear about it a lot. 6 Thank you, Jeff.

7 Any other questions for Jeff?

8 MR. HOFFMAN: Vic, it's David. I've got a 9 couple of questions.

10 CHAIRMAN MADDOX: Sure, David. Go ahead. 11 MR. HOFFMAN: The first one, Jeff, is 12 following up on what Vic was asking. I know that, again, it's a theme of what we ask about regarding the 13 interactions and interplay between your office and OCE. 14 15 And obviously, one of the things that we have typically been doing in these meetings is hearing from 16 17 OCE with this chart that goes over the referrals from the IG's office and what OCE has done about them. 18 And just as example -- I'm looking at page 195 19 of the book, where on the second line the referral 20 21 number from the IG is 2014-703030 -- so in October

22 2014, the IG issued a referral finding that the IPA

1 found that the program did not properly record revenue 2 and assets. So it sounds like a significant

deficiency.

3

What this OCE chart says is that their initial
review did not find a similar deficiency. And then it
goes on to say they're still looking at it again.
They're looking at it again. And it's been six months.

8 So here's my question for you. When we see 9 this -- you presumably see this chart as well, and 10 you're presumably up to speed at least as much as we 11 are, and hopefully more, in terms of what OCE's 12 reaction is to your findings. And there are times when 13 they are disagreeing with you.

Is it part of your plan in communicating with us as a committee to bring to our attention those instances where the IG's office disagrees with or has a concern about OCE's conclusions?

I understand, and we think it's a valuable thing that the first point here is the tremendous communication between the two offices, and presumably if there are differences of opinion, that there can be communications between the two offices to try to figure 1 out whether there's really a disagreement or not.

2 But when there is a disagreement, are you 3 bringing it to our attention if you find it 4 significant? Because of course we're spending time 5 questioning OCE about, well, why did you at times 6 disagree with the IG's office here. But it's important 7 to us, if you have a concern, that you're bringing it 8 to us.

9 Is that part of what you plan to do when you 10 communicate with us?

MR. SCHANZ: As of this date, I can certainly do that. I have not in the past. I delegate, and not everything to me rises to the level of the IG to the President. But I do keep that option and those avenues of communication open on a regular basis.

Now, if Jim and I have scheduled meetings, I'm getting a little bit beyond your point here. But I do want to let you know that this is an OCE chart. This is not an IG chart. So until right now, I haven't really scrutinized it, which is bad on me, and I will start doing that to make sure.

22 But Management has the ultimate authority on

1 any IG referral. And as you know as a former IG, I 2 can't step into Management's shoes on many, many 3 issues, and this may be one of them. But I will 4 certainly flag, and I would probably say John Seeba and 5 Lora Rath will flag, any issues where there's a 6 disagreement to bring to my attention.

7 MR. HOFFMAN: Yes. And just to cut to the 8 point about it -- I appreciate what you said and I 9 think that would be helpful -- obviously, the situation 10 that the Committee would like to avoid is a situation 11 where the IG does an audit or an information, finds 12 something problematic, refers that to the OCE.

OCE looks at it independently, finds no problem, and when the IG learns that the OCE found no problem even after meetings with OCE or the President, you disagree and you think it's significant.

What we want to avoid is that it just sort of falls into a black hole and the disagreement is noted and nothing happens because those are important situations to ensure that -- and it may just be a difference of opinion.

But if you feel like there's a problem with a

22

grantee that OCE missed and is wrong in not taking action, I don't know of any way for it to avoid the black hole except for you to raise it with us or do something similar.

5 So I think if that's on the IG office's mind 6 and we know it's on the OCE's mind, I think we're 7 minimizing the likelihood that things will fall in the 8 black hole.

9 MR. SCHANZ: I understood where you're coming 10 from. But I can assure you that I follow up on most --11 when we were talking a little bit earlier about why 12 every IG report isn't the first on the Board's reading 13 list, I was shocked.

But notwithstanding my feeble attempt at humor, no. We stand by our reports. And I think a clear example would be a questioned cost proceeding. And I won't give if we have the evidence that says our questioned costs are appropriate and relevant and supported.

It is Management's, then, decision to do their own. I agree there's some duplication there, and there may be some streamlining efficiencies that we could

look at. But I believe that that would be Management's
 decision on doing their questioned cost proceeding.

We've given them our best evidence. You heard a little bit earlier that we've provided OCE with our working papers. And we're always available to meet with them on the discussions.

7 We have a different standard than OCE does, 8 which is why independent IGs were created, so it's not 9 all couched in Management's jurisdiction. And I 10 believe we meet that standard by providing independent 11 and objective reports.

And our leading example, I guess on that, is Inland Counties. That was open for way too long, but we weren't giving on the questioned cost. There were \$1.2 million, as I recall, of questioned cost. And then we refer it to Management for action, and we follow up.

And there was a reference earlier to an agreement that we have now with Management on timelines for followup that try to tighten up the procedures. MR. HOFFMAN: Well, I can just close it out. And Vic, I think this is similar to some of the

discussion we've had. To make these discussions
efficient, I think the situations that are most
important for us to hear are ones there the IG's office
has found a problem. They've raised a red flag. And
then OCE has disagreed. And after their discussions,
the IG still feels like, no, OCE, you're wrong. There's
a red flag.

8 I think if the IG says, okay, we're done; we 9 tried our best and OCE didn't agree, I guess there's 10 nothing more to do about the red flag, then there's a 11 concern that a problem continues to exist that might 12 grow and so on.

13 So I think that we don't have a lot of time in 14 these meetings. And between the two offices, if those 15 situations are being brought to our attention in a very 16 efficient manner, I think we're using our time best in 17 these meetings. And I think we would need both, 18 really, the IG and the OCE to help us get to that point

19 if the Committee agrees that would be a good, efficient 20 process.

21 CHAIRMAN MADDOX: Thank you, David. I think 22 it would be a good process. And Jeff, just as a matter

of governance, I think you report to the Board, not to the President. And if you and the President disagree and it's a matter of significance in your judgment, then I guess I assume that you would bring it to the Board's attention.

6 MR. SCHANZ: I would not only bring it to the 7 Board's attention, but by means of my semiannual report 8 to Congress, I'd bring it to Congress's attention also. 9 CHAIRMAN MADDOX: Sure. But I wouldn't want 10 the Board to necessarily have to wait until the 11 semiannual report. It might be six or seven months. 12 MR. SCHANZ: Right.

CHAIRMAN MADDOX: So I echo David's thoughts 13 and comments, and I think it's very helpful. 14 15 Obviously, it's a matter of judgment. There's a 16 continuum of things. Maybe you have a mild 17 disagreement on some point. It's not worth bringing it 18 to anyone else's attention. You've done your best. 19 But if it's a major disagreement, you don't necessarily have to salute and stand at attention. And 20 21 I wouldn't think that that would be in your nature.

22 So I would encourage you to do that. I think

1 the Committee probably agrees. If there's any

disagreement, speak now. But otherwise, I think that's 2 a great approach, and I look forward to you guys 3 incorporating that into your ongoing operations. 4 5 Any other questions? 6 MR. HOFFMAN: Vic, I've got one more, and I'm going to try to do this very, very quickly. 7 I think, Jeff, a similar that I want to 8 understand is I read your March -- I think it was your 9 March 13th memo regarding the IPA reviews. And I 10 11 think, as a former Fiscal Task Force member, we know 12 that your reviews of the IPAs is critical because the IPA reviews of the grantees are critical. The IPAs, 13 for the most part, are the front-line defense. So if 14 15 the IPAs are doing their job well, that really is a 16 great safeguard for LSC funds. 17 So I thought your report was -- it was a 18 four-page report. I thought it was a very good summary. It shows that there are numerous instances in 19

21 deficiencies in their audit processes that led to some 22 deficiencies that you noted.

a minority of the cases where the IPAs have some

20

And then you have recommendations for IPAs. And it was consistently noted that those IPAs who provided specific signoff and a reference from the compliance supplement generally achieved the objectives. "We recommend that the IPAs take care in documenting assurance that each direct and material compliance supplemental element is addressed."

8 There are a few other recommendations, and the 9 deficiencies seem significant. There weren't proper 10 interviews that were conducted at times. The people 11 who needed to be interviewed at times weren't.

My question for you is about recommendations for IPAs. I take it that give your use of the word "recommendation," an IPA who's been advised by you that they have deficiencies could listen to your recommendation and then not follow it. It's a recommendation. It's up to them.

I'm wondering whether the system, the LSC system in which the IG is really the lead office, the LSC system for reviewing the IPAs to make sure they're doing a sufficient job is tight enough, in a way, because instead of recommendations, you could of course

require them as a condition of their audit being
 accepted -- and actually, that's a question.

Could you require them to fulfill certain Conditions or certify or establish to your satisfaction they are doing things differently? I wanted to get your view on that because I think you're doing a real good job. I want you to be able to be as firm as is appropriate with the IPAs so that the LSC is getting the maximum benefit from that.

10 MR. SEEBA: This is John Seeba. Basically, 11 when we respond back when they have to do work, we 12 basically tell them, the IPA, that we will not accept 13 their report until they complete these particular 14 deficiencies.

So in a way, I don't view them as recommendations. They're basically, they have to do them. And I don't think I know of a circumstance where they have not done them. And they actually provide us copies of their work papers to show the work that they actually completed.

21 So I think we're pretty firm in most regards 22 with making sure that they do a complete and thorough

1 audit.

2	MR. HOFFMAN: Well, John, that sounds good,
3	although that seems inconsistent with what your March
4	13th memo that seems firmer than the way you wrote
5	it in the March 13th memo, which is a memo to all
6	executive directors and all IPAs, where the words you
7	used were "recommendations," and it wasn't as you
8	describe.
9	If the reality is as you describe, I'm in
10	favor of that. It sounds like your memo to them should
11	say that.
12	MR. SCHANZ: Well, David, this was a capstone
13	report, a summary. When we deal with IPAs on a
14	one-on-one basis, it's much more forceful, and we won't
15	accept the audit until they do A through Z. This is
16	just a summary report, and as you correctly noted, it
17	was sent to all grantees, all EDs, and all IPAs so they
18	can see what the universe looks like.
19	And on a specific and one-on-one basis, we
20	don't give an inch and won't accept the report unless
21	they go back
22	MR. HOFFMAN: So Jeff, let me just shortcut

this because I think that's very helpful. And I'm interested in this in part because of the way you communicate with the Committee so that we can efficiently grasp, to the maximum degree possible, the good work you're doing.

6 So one of the things you said earlier was you 7 send us emails to show the things that you post on the 8 website. So we review them, and this is something that 9 you apparently posted on the website regarding your IPA 10 review.

I think this may be a situation where if this is all we see regarding the work you're doing on IPA reviews, we may be left with the perspective that I had, which now that I asked you questions, it doesn't sound like I have a full understanding of how robust you are in your oversight of the IPAs for the reasons that you and John just said.

But I don't think that gets communicated to us by merely emailing us your website summary. Now, it'll be up to you to figure out how to give us a briefing that gives the more thorough and robust understanding. But we should have that thorough and robust

1 understanding because it sounds like you're being

2 firmer with them, and that's good. It's just that this 3 summary doesn't communicate that.

MR. SCHANZ: In addition, we put this in our semiannual report. I know that's not an immediate answer to your question. But we try to ventilate it as much as we can without getting down into the weeds.

8 I am happy to get down into the weeds with the 9 Committee on these. But yes, I don't shirk any 10 responsibilities within the IG, so everything that you 11 know from your background and I know from my 40-plus 12 years in the environment, there's a fine line between 13 too much information and enough information.

And I haven't dealt with a board until this -well, this job. So maybe I'm over-cautious in over-burdening you with too much information. But it is available. And like I said earlier --

18 MR. HOFFMAN: Yes. And just again, I think --19 like let's take this topic of having the Audit 20 Committee understand what you're doing to oversee the 21 IPAs. So what you provided us is basically a 22 publicly-available four-page summary report that we can

look at, and it takes five minutes to look through.
 It's helpful.

But another five or ten minutes of information because you provide a summary one-pager or a slide or examples of the kind of individualized reports that you're -- that doesn't take us long to review.

7 I just think it's in your office's interests, and I think it's in the Committee's and the Board's 8 interest, that you just make sure that we have a full 9 understanding of the thorough work you're doing. 10 11 Because I didn't have that from reading this, it sounds 12 like, and I think it would be more efficient if you just send it to us. And if you need to go beyond 13 what's posted on your website, that's perfectly 14 15 appropriate.

MR. SCHANZ: I'm reading my communication to 17 the Board. Sorry.

18 MR. HOFFMAN: And Vic, I'm done with that. I19 just wanted to make that point.

I think, Jeff another -- you all are doing fantastic work, and I think that I want to be checking during these meetings about the level of oversight of

different aspects that are strong regarding grantee
fund review, and this is one of them. So I think if
you think about what I've said and can provide us a
little more information on the IPA review going
forward, that would be helpful.

6 Thanks, Vic.

7 CHAIRMAN MADDOX: Thank you, David. And thank
8 you, Jeff. If you've got any other comments, feel
9 free. I don't want to shortcut you, but --

MR. SCHANZ: Well, no. I'm just gauging how I
can say "new and improved" in --

12 CHAIRMAN MADDOX: You already said it.

13 MR. SCHANZ: Yes. So --

14 CHAIRMAN MADDOX: No. I want to echo David's 15 comments as well, and I think the Committee does, that 16 you guys are doing great work. We think that the OIG's 17 office is being very responsive. You've changed 18 procedures, you've brought on personnel, and the 19 operation seems to be much improved from five years 20 ago.

21 But we just think the communication level can 22 always be a little bit more improved. What were your

1 three C's, again?

2 MR. SCHANZ: Communication, cooperation, and 3 coordination.

4 CHAIRMAN MADDOX: There you go. All right. 5 Well, thank you very much. I want to try to keep us 6 moving.

7 The next item on our agenda is a briefing by
8 General Counsel regarding the update of the risk
9 management matrix. And I recognize Ron Flagg.

10 MR. FLAGG: Thank you. I will be brief. This 11 is obviously a quarterly report, and now, with a format 12 that the Committee's familiar with, I would really just 13 make, I think, maybe two points.

One is that while we give this report to the Audit Committee every quarter, obviously it has application to all of the Board Committees. And even in really just the last 24 hours, while the Committees have been meeting, we've had oversight reports to each of the Committees.

20 Ops and Regs heard reports on enforcement 21 mechanisms, human capital management, performance 22 management. The Governance Committee heard about the compilation of sources of authority. The Delivery of
 Legal Services obviously had -- virtually its entire
 meeting was an oversight occasion on a report from OPP.

The Finance Committee, really every time it meets, gets a report on the status of our funding levels. And this Committee just heard on electronic data, and always gets a report in very granular detail on the relationship between the IG's office and OCE. So I'd just make that observation.

Management uses this matrix as a tool to identify where we might do additional reports. And we certainly invite the Committee chairs, although I think they are already aware of the invitation and have taken advantage of it, to tell us where they would like additional reports.

16 The only other point I'd make is, upcoming at 17 the next meeting, without having given additional 18 thought, and there will be additional reports, I'm 19 sure, as we move toward July, we will do a periodic 20 review of our regulations since I believe July is when 21 we're going to do our regulatory agenda.

22 And I expect that our new contract manual will

1 be in use at that point, and we will share with probably the Ops and Regs Committee an example of how 2 our new tool that we're going to be using in 3 contracting will work. 4 5 With that, I just would be happy to entertain 6 any questions. 7 CHAIRMAN MADDOX: Are there any questions for General Counsel? 8 9 (No response.) CHAIRMAN MADDOX: If not, thank you, Ron, for 10 11 your report. It's helpful as always. 12 MR. HOFFMAN: Hey, Vic, just FYI, I'm having trouble hearing you again. It's very, very faint. I 13 was able to hear Ron, however. 14 CHAIRMAN MADDOX: I'm just a shrinking violet. 15 16 (Laughter.) 17 MR. HOFFMAN: There you go. It's some connection. It was going in and out. But now I could 18 hear you just at the end. 19 20 CHAIRMAN MADDOX: So we're going to move to 21 item 5 on our agenda, which is the briefing about referrals from the Office of Inspector General to the 22

OCE, including matters from the annual independent
 public accountants' audit of grantees. And I recognize
 the Director of the Office of Compliance and
 Enforcement.

5 MS. RATH: Thank you, Mr. Chairman. Thank you 6 to the Committee for allowing me this opportunity to 7 give our quarterly update on OCE's activities related 8 to referrals from the Office of Inspector General, 9 specifically from the audit division.

10 Starting at page 185 in your briefing book, I 11 have provided one memo explaining the following chart, 12 which are the questioned cost referrals from the audit 13 division. And then immediately following that is the 14 chart related to the independent public auditor 15 findings.

16 I'd like to briefly go over the memorandum to 17 just let you know what we've worked on since we last 18 spoke in January. At the beginning of calendar year 19 2015, there were two referrals from the audit division 20 that remained open. During the quarter, an additional 21 one was referred to us. During the quarter, we were 22 able to close one referral, so there are now currently 1 two referrals open.

2	To update some of the information in the memo,
3	the first one that was open at the beginning of the
4	year and remains pending is Legal Services New York
5	City. I spoke to them not yesterday, late last
6	week, and we have agreed upon the amount of derivative
7	income to be questioned, and it actually won't be
8	questioned.
9	They've agreed to restate it into their LSC
10	funds because as derivative income, it wasn't misspent,
11	so we shouldn't actually recoup it. But instead, they
12	will transfer the money from a non-LSC funding line
13	into the LSC funding line going forward.
14	So we've agreed to that amount. It's about
15	\$286,000 because when OCE readjusted the numbers, it
16	went up from what the OIG had initially referred.
17	CHAIRMAN MADDOX: Let me ask you about that.
18	MS. RATH: Yes?
19	CHAIRMAN MADDOX: That's in comparison to the
20	\$196,000?
21	MS. RATH: Yes.
22	CHAIRMAN MADDOX: So it went up by \$100,000 or

1 so, or \$90,000?

MS. RATH: About \$90,000, yes. 2 CHAIRMAN MADDOX: I wanted to ask you about 3 the resolution you have underway. First of all, I 4 5 challenge anyone to diagram the last sentence in that 6 paragraph, the one that starts, "The Vice President 7 entered into initial conversations," because --MS. RATH: It's a little long. 8 CHAIRMAN MADDOX: -- it is a challenge to 9 follow. But tell me exactly. You're transferring 10 11 money from non-LSC funds to the LSC funding line. 12 MS. RATH: Yes. CHAIRMAN MADDOX: And this is because they 13 didn't -- let me make sure I understand. They received 14 15 awards of attorneys' fees. They didn't allocate those 16 fees or some part of those fees to the LSC line. 17 MS. RATH: Correct. 18 CHAIRMAN MADDOX: Even though the cases that they got the fees on were funded in part with LSC 19 20 funds. 21 MS. RATH: Correct. 22 CHAIRMAN MADDOX: So the money hasn't been

the accounting world, and it's not properly allocated. 2 So you're just going to --3 MS. RATH: Move it. 4 5 CHAIRMAN MADDOX: -- move that money as an 6 accounting mechanism to properly reflect the LSC 7 contribution. Is that right? MS. RATH: Correct. And we will also be 8 working with them to ensure that they have the accurate 9 policies and procedures in place to make sure that does 10 11 not happen again the future. They're working on that. 12 CHAIRMAN MADDOX: Yes. That may be the bigger question. Is this something that other grantees may be 13 14 doing improperly? 15 MS. RATH: That's a case-by-case basis. We 16 usually look at attorneys' fees when we're onsite. 17 This is the first one that the OIG referred to us. 18 There's actually that same issue in West Virginia, a

misspent. It hasn't disappeared. It's just there in

1

19 much smaller amount, so it is something that OCE will 20 be paying greater attention to in the future. The regs 21 are fairly clear about derivative income and how it 22 should be allocated.

CHAIRMAN MADDOX: And when you say derivative
 income, you mean attorneys' fees awards?

3 MS. RATH: No. Derivative income is any 4 income, extra income, that stems from LSC funds. So 5 derivative income could be if they used LSC funds to 6 purchase real property, and when they sold it, they 7 made --

8 CHAIRMAN MADDOX: Capital gain?

9 MS. RATH: Yes. So they --

10 CHAIRMAN MADDOX: But it also includes 11 attorneys' fees?

12 MS. RATH: Yes.

13 CHAIRMAN MADDOX: And that's relatively new 14 because attorneys' fees weren't allowed until a few 15 years ago. Right?

16 MS. RATH: Exactly. Exactly.

17 CHAIRMAN MADDOX: All right. I'm sorry. Go18 ahead.

MS. RATH: So hopefully, with their agreement, we should be able to move forward on getting that money moved. So hopefully that will be resolved by our next meeting.

1 The new referral that remains open is Legal Aid of West Virginia. We have the materials and we're 2 reviewing them, so we'll be making a recommendation to 3 the vice president as to whether to initiate a 4 5 questioned cost or not and how to proceed with that. 6 Then we were able to close Nevada Legal Services; it had been pending since August 18th. 7 Through informal negotiations with the program, w were 8 able to determine from information that they provided 9 to the OIG and that they provided to us that they 10 11 needed to return \$1222, which they did. They provided 12 us with a check.

The resolution time for that was 214 days. 13 And I mention that because as was alluded to before, 14 15 there is now an agreement in place for what will happen 16 when a referral comes, when we will ask for 17 information. And the target timeline for completing 18 OIG referrals is 270 days. So that information will be provided to the Committee at each report so that we can 19 keep track of how we're doing with meeting those 20 21 targets.

22 CHAIRMAN MADDOX: And that agreement is

1 between you and OIG?

2	MS. RATH: It's between Jim and effect, so
3	yes. So if there are any questions about the memo or
4	the first chart, I would be happy to answer those.
5	CHAIRMAN MADDOX: Martha?
6	DEAN MINOW: Just very helpful. Thank you.
7	MS. RATH: Thank you.
8	CHAIRMAN MADDOX: I agree.
9	Gloria?
10	PROFESSOR VALENCIA-WEBER: Yes. The charts
11	have gotten more helpful. There is on this chart,
12	though, a number of grantees that do not have the state
13	they're in. And if it's not in the title of the
14	grantee, then we don't know always where they're from.
15	MS. RATH: Oh, I'm sorry. Yes. For the IPA
16	referral, the audited financial statements, you are
17	correct. I neglected to add some of the states in. I
18	will correct that for the next meeting.
19	PROFESSOR VALENCIA-WEBER: And on let's see
20	I'm sorry. It looks like I missed the note that I
21	posted, that I put down. So that's okay.
22	MS. RATH: Well, and with the IPAs, while

you're looking for that, Gloria, if you want, you'll
 notice that there's approximately 35 referrals pending
 for 15 grantees. Several of them, or a few of them,
 are grantees with multiple referrals.

5 These are programs that both OPP and OCE are 6 working with to solve, cure the deficiencies. And in many cases they've been lingering and staying open 7 because we want to be able to make sure that the 8 corrective action that the program said they were going 9 to take has been taken, that it's being taken on a 10 11 sustained basis, before we close it out because we 12 don't want to say it was done and then somebody else comes behind us and it really wasn't. So that's why 13 14 some of them are lingering for so long.

PROFESSOR VALENCIA-WEBER: On the whole, the reports look better than from the first version that you had. And I was noting also, what were the longest existing difficulties that are on here? And there's just the Appalachian still from 2013, but by and large, we are moving faster.

There is, in the Inland Counties still, a follow 2012. But then they're related to later ones,

1 so I understood that from reading it.

2	MS. RATH: Yes. That's one of the reasons for
3	keeping them open, to see whether
4	PROFESSOR VALENCIA-WEBER: Because yes.
5	MS. RATH: it's an ongoing issue. And in
6	relation to Inland Counties, we were just there. We
7	went there in January. So we'll see what the findings
8	of the report are with that, whether we're going to
9	need to implement any special grant conditions, or
10	whether things are resolved.
11	And for AppalReD, we are actually doing a
12	technical assistance review to that program at the end
13	of the month to try and help them with some of these
14	issues that have been ongoing.
15	PROFESSOR VALENCIA-WEBER: Well, the chart
16	does a better job of connecting those older and newer
17	ones.
18	MS. RATH: Yes. I tried putting them all
19	together rather than having a long list.
20	CHAIRMAN MADDOX: John?
21	MR. LEVI: Well, separate from the one we
22	discussed earlier, there was another at least one or

two of these that were small grantees with the internal
 control problem.

I just wonder if -- we keep seeing that -that we maybe have to be more even -- we discussed this earlier. But it just seems like an area in which maybe we have to even be somewhat more proactive.

7 MS. RATH: And I agree with you, sir. And one 8 of the things now, I think the Board is aware that in August we hired a deputy director specifically for 9 fiscal compliance. She's still in the process of 10 11 learning the whole system. But as these systemic 12 issues come up, I am hoping that she will be able to help me come up with how we should address it. So it 13 14 is on our radar.

15 CHAIRMAN MADDOX: Yes. I was going to --16 John, you preempted me. I'm glad because I was going 17 to ask you, Lora, about the NorthEastern Minnesota 18 issue. There is a case where OIG said inadequate internal controls, and OCE closed the referral simply 19 by saying, well, we'll follow it. We'll give them some 20 21 guidance. Basically, nothing concrete was done by OCE. 22 Correct?

MS. RATH: Correct. We have contacted the program, and we recognize that they're a small program. Recommendations were made about hiring additional staff, which they don't have the money for. So it has been listed.

6 In addition to us saying, unfortunately, we have to close it, it is in the risk assessment chart 7 8 for something for us to keep our eye on, especially when the next fiscal application is done. We ask them 9 to complete segregation of duties worksheets and other 10 11 things like that. So that will give us a better 12 picture. And if we need to go onsite and try and strong-arm the fix, we will do so. 13

MR. LEVI: We heard, I think, earlier discussion about a board member providing -- or some checks and -- don't we get a suggestion as to how they're going to address that? Okay, they don't have the money to hire an employee, but here's what they'll do?

20 MS. RATH: We do have that, and I just haven't 21 put all of the detail into the charts. If everybody 22 would like all the detail, we can add to the charts.

1 MR. LEVI: Well, "OCE will continue to provide technical assistance to the program," it says. So that 2 may be one thing, that we're going to be the internal 3 control. But wow, that's almost -- that's a conflict. 4 MS. RATH: Well, no. The technical assistance 5 6 is to help them develop what is going to be their system for checks and balances, to provide them 7 8 suggestions, see how whatever suggestion they take, whether it works or not, and if it doesn't work, 9 provide them with another suggestion until the 10 11 deficiency is cured. It's not that we would be taking 12 over.

13 CHAIRMAN MADDOX: Lora, just for reference, do 14 you know how large this organization is in terms of 15 their accounting staff? What do you mean by a small 16 office or small grantee? Off the head. If you don't, 17 that's fine.

MS. RATH: I don't. I don't want to answer without looking it up. I can get an answer back to you.

21 CHAIRMAN MADDOX: Well, I think that John's 22 point is one that I share, which is that by and large,

we would like to know that you are taking some concrete
 steps. And this chart doesn't exactly tell us that
 anything concrete is being done.

And it may well be that that concrete step is that you've had discussion with the executive director; the executive director has talked to the board; the board's aware, whatever that may be. But we don't want to come back a year or two from now and see that they're on the list of questioned costs because \$200,000 is missing.

MS. RATH: Right. And so what I'll do is I will leave this on the chart and I will add additional detail for the next meeting to see that you are comfortable with the activities that we've taken going forward. Some of the times I'm trying to shorten the information I'm giving.

17 CHAIRMAN MADDOX: Sure. I understand, yes.
18 MS. RATH: But if more information is needed,
19 I'm more than happy.

20 CHAIRMAN MADDOX: Gloria?

21 PROFESSOR VALENCIA-WEBER: We've spent time 22 trying to figure out just, in an ad hoc way, what's a

1 small grantee. I was wondering if we could get from
2 you and Lynn just a quick breakdown by cohort of what
3 the size staffing you know among our grantees, from the
4 smallest to whatever would be the largest, and break it
5 down into cohort groups that make sense to you.

6 MS. RATH: Yes. We can do that. PROFESSOR VALENCIA-WEBER: 7 Because what Julie's response was is that her organization can 8 handle this. And I'm on the board of another small 9 organization in a certain way, but one of the things 10 11 that we excel at, which makes a lot of difference for not only the state and city funds for which we have to 12 provide the audit, but also for the Annie Casey and the 13 14 Robert Wood Johnson because we have a lot of external 15 ones.

And we have put a CPA on our board, and that makes a lot of difference. So when we have the city come, they say, we're just going to meet and have coffee because you people always have clean audits. And that's what we want. CHAIRMAN MADDOX: Thank you, Gloria.

22 Any other questions?

1 MR. LEVI: I was just going to say, it did seem to me -- and it would be helpful, maybe, also for 2 other grantees; I don't know -- but if a board member, 3 just like our board here, added expertise to this 4 5 committee, can they help their own grantees when this 6 kind of thing is flagged to them, use their own networks to get somebody to pro bono the proper check 7 and balance? 8

9 Are we giving them examples of, you could do 10 this, you could do that, and incidentally, we're not 11 just going to give you the examples, but in two weeks 12 we'd like to know what you're thinking about, and in 13 another two weeks what you decide?

MS. RATH: So we are giving the examples. 14 And 15 one thing I'd like to point out is, as part of the last 16 go-round of fiscal applications, when we saw that there 17 were deficiencies, for example, in the audit charter or that somebody said that they didn't have a fiscal 18 expert on staff, we followed up with those programs, 19 whether there were special grant conditions required or 20 not. We followed up with them with a separate letter. 21 We're not doing, as of yet, the level of 22

followup after that that you suggest. But we can
 definitely try and figure out how to do that.

3 MR. LEVI: Well, I understand we're making 4 work, and I want to be mindful of Harry's principle 5 here. But at the same time, these are places where, 6 unfortunately, we've had issues. I don't mean this 7 specific -- any program.

8 MS. JENNINGS: This is Lynn Jennings. Just a 9 general comment. Many of the things that we've 10 discussed in this Committee and in the DLS Committee 11 all -- we see trends and patterns developing.

Over the past couple of years, and Jim's tenure and your tenure, we've been working on some issues that were pointed out before in terms of management. And now we're improving our oversight and getting that done to a level where everybody is pleased.

Now, the next phase is to really engage in taking these trends, seeing where the deficits are, and doing some capacity-building. So in that phase, I would like to ask you all for some help. We're trying to work within the resources we have to do the

1 technical assistance that we need, but it's not nearly 2 what it needs to be.

And so as you prepare for your Institutional Advancement Committee work, when you do talk to foundations or other funders, it would be very helpful to get some ability to have some capacity-building grants. The Hewlett Foundation is big on capacity-building, and so that's just a pitch I'm going to make.

10 That's what we really need to do to take a 11 group of smaller grantees, where we've seen some 12 deficits, and provide ongoing technical assistance to 13 them as a group. So we need to rejuggle some resources 14 internally, but I don't think that, as it is now, that 15 it would be sufficient to address all of the trends and 16 deficits that we've seen.

17 CHAIRMAN MADDOX: Martha?

DEAN MINOW: That's certainly a great priority. It does strike me that there might be a way to take a lesson from our Fiscal Oversight Committee and look for some volunteer services. And I'm particularly thinking of retired financial people, and

1 the We Serve Corps, and other kinds of programs for 2 retired people. I think this is just a perfect project 3 to pitch to them.

4 CHAIRMAN MADDOX: And Julie?

5 MS. REISKIN: Just a question. When you're 6 talking about capacity-building, are you talking about 7 some kind of funding or program to provide 8 capacity-building to the field, or capacity-building at 9 LSC to better help the field? And part two is, would 10 this be an ongoing need or a project that has an end 11 date?

MS. JENNINGS: Well, both would be great. But generally, what the Hewlett Foundation does is they give capacity-building grants to their grantees when they see a deficit. So that's something that I'd like to model.

To have a little seed funding to pay for a couple of FTEs to be able to do technical assistance full-time would be great. As I said, Jim and I are having those discussions internally, how to make it happen.

But really, to be as robust as we want and

need to be, I think that there are additional resources that are needed. And that would be -- my idea would be a one-time infusion to work for two years to really get something up and running.

5 CHAIRMAN MADDOX: Thank you, Lynn.
6 Lora, is there anything else from you?
7 MS. RATH: No. Nothing from me, unless
8 there's any other questions.

9 CHAIRMAN MADDOX: No. Thank you. That was 10 very helpful. We look forward to hearing from you at 11 our next meeting.

12 The next thing on our agenda is to consider 13 and act on other business. Is there any other 14 business?

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15 (No response.)
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16 CHAIRMAN MADDOX: Well, I'll just note that 17 there is a memo from Traci Higgins regarding the 403(b) 18 Thrift Plan. It's simply an update, and it effectively 19 says that all of the Thrift Plan funds are doing well. 20 So those of you with money in the 403 Thrift Plan, you 21 can sleep easy tonight.

There was no action item or no Management

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report. So the memo is there for your review.

Is there any public comment? 2 (No response.) 3 CHAIRMAN MADDOX: Seeing and hearing none, the 4 only other thing I would say in other business is I 5 6 would note for the Committee that it's been two or three years now since our charter was revised. 7 And I would like to ask everybody on the Committee to think 8 about how well the charter has been working, and maybe 9 10 we can discuss that at our next meeting, and if there 11 are any suggestions for how better to implement the 12 charter.

I had suggested some time ago, when we initially adopted it, that we would have some systemic review on a regular basis of various items in the charter. I'm not sure if we've ever put that into place. I just think it's worth five minutes of our discussion at the next meeting. So we'll look for that in July.

If there's no other business, I wouldentertain a motion to adjourn.

22 //

1	MOTION
2	PROFESSOR VALENCIA-WEBER: So moved.
3	CHAIRMAN MADDOX: And a second?
4	MR. KORRELL: Second.
5	CHAIRMAN MADDOX: All in favor?
6	(A chorus of ayes.)
7	CHAIRMAN MADDOX: Opposed?
8	(No response.)
9	CHAIRMAN MADDOX: And hearing none, the
10	motion's passed and the meeting's adjourned. Thank
11	you.
12	(Whereupon, at 2:36 p.m., the Committee was
13	adjourned.)
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