

**AC1. AmeriCorps Program** *Ref: AmeriCorps Contract*

AC1	<p>1. The agency met expected outcomes according to the program goals and objectives established by contract provisions. Effectiveness of partnerships is measured by results of interviews with partner organizations.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
AC1	<p>2. The agency established diverse community partnerships supported by memorandums of agreement in support of program goals and sustainability efforts. Effectiveness of coordination activities is measured through a review of working agreements, and personal interviews with partner organizations.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=3</i></p>

**HW1. Older American's Act Title IIID Programs** Preventative Health and Wellness *Ref: OAA Contract*

HW1	<p>1. The area agency demonstrates coordination between volunteer organizations and community agencies. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Performance measure</i> <i>Weight=3</i></p>
HW1	<p>2. Volunteer resources have been utilized effectively to enhance Title III-D programs. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure</i> <i>Weight=1</i></p>
HW1	<p>3. Annual monitoring of sub-contractors has been completed by the area agency for Title III-D programs. The corrective action plan, if one was required, has been implemented and follow-up has occurred.. . . . <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure</i> <i>Weight=1</i></p>
HW1	<p>4. According to the most recent area agency monitoring of the provider agency(ies), any objectives not fully achieved have been addressed by a corrective action plan. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure</i> <i>Weight=1</i></p>

**HW1. Older American's Act Title IIIID Programs** Preventative Health and Wellness *Ref: OAA Contract*

HW1	5. The area agency has identified areas of need and any barriers to serving this need. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>
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**HW2. Older American's Act Title VII Programs** Elder Abuse and Neglect Prevention *Ref: OAA Contract*

HW2	<p>1. The staff person designated as the facilitator for elder abuse, neglect and exploitation prevention has coordinated activities between volunteer organizations and community agencies. Effectiveness of coordination activities is measured through a review of working agreements, and personal interviews with local Triads and SALT Councils, SHINE, LTCOP and other volunteer organizations.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]                  Partially Achieves [ ]                  Not Achieved [ ]                  Not Applicable [ ]</p> <p><i>Compliance measure                  Weight=1</i></p>
HW2	<p>2. The area agency demonstrates coordination between volunteer organizations and community organizations. Effectiveness of partnerships is measured through a review of working agreements, and personal interviews with organizations such as CARES, DCF/Adult Protective Services, the Office of Attorney General, and local law enforcement.. . . .</p> <p><i>Comments:</i></p>	<p>Achieves [ ]                  Partially Achieves [ ]                  Not Achieved [ ]                  Not Applicable [ ]</p> <p><i>Performance measure                  Weight=2</i></p>
HW2	<p>3. The area agency has developed partnerships to facilitate elder abuse, neglect and exploitation education and prevention activities in the planning and service area.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]                  Partially Achieves [ ]                  Not Achieved [ ]                  Not Applicable [ ]</p> <p><i>Performance measure                  Weight=3</i></p>
HW2	<p>4. The area agency has developed a series of educational awareness initiatives to provide elder abuse, neglect and exploitation prevention programs and activities for elders.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]                  Partially Achieves [ ]                  Not Achieved [ ]                  Not Applicable [ ]</p> <p><i>Compliance measure                  Weight=1</i></p>

**HW2. Older American's Act Title VII Programs** Elder Abuse and Neglect Prevention *Ref: OAA Contract*

HW2	<p>5. The area agency has conducted training sessions in elder abuse, neglect and exploitation for professionals and the general public. (AIRS standards are included as an attachment to the OAA contract.. ) If information and referral services are not provided by the AAA, the AAA has included pass-through language regarding AIRS standards in the contract with the provider.</p> <p><i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
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**I1. Contract Compliance : Older Americans Act Title IIIB, Information and Referral OAA Contract**

I1	<p>1. Elder Helpline Information and Referral services are provided in accordance with AIRS Standards for Professional Information and Referral. . . . .</p> <p><i>Comments:</i></p>	<p>Achieves <input type="checkbox"/></p> <p>Partially Achieves <input type="checkbox"/></p> <p>Not Achieved <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p> <p><i>Compliance measure</i> <i>Weight=1</i></p>
I1	<p>2. The Elder Helpline is adequately staffed and providing quality services to customers, as measured by customer satisfaction surveys. Services are appropriate to community needs.. If the services are not available on a 24 hour basis, there is an answering system provided that identifies the organization, office hours and directs consumers to call 9-1-1 in an emergency. . .</p> <p><i>Comments:</i></p>	<p>Achieves <input type="checkbox"/></p> <p>Partially Achieves <input type="checkbox"/></p> <p>Not Achieved <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p> <p><i>Performance measure</i> <i>Weight=3</i></p>
I1	<p>3. Helpline hours of operation are addressed in the agency's policies and procedures. If not, there are prearranged protocols in place to assist people who are in crisis.. The protocols must be adequate and adhered to by Elder Helpline staff. . . .</p> <p><i>Comments:</i></p>	<p>Achieves <input type="checkbox"/></p> <p>Partially Achieves <input type="checkbox"/></p> <p>Not Achieved <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p> <p><i>Compliance measure</i> <i>Weight=1</i></p>
I1	<p>4. The Elder Helpline provides a formal crisis intervention service. TDD/TY access for people with hearing impairments and physical access for people with disabilities if the Helpline assists consumers at its facilities).</p> <p><i>Comments:</i></p>	<p>Achieves <input type="checkbox"/></p> <p>Partially Achieves <input type="checkbox"/></p> <p>Not Achieved <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p> <p><i>Compliance measure</i> <i>Weight=1</i></p>

**I1. Contract Compliance : Older Americans Act Title IIIB, Information and Referral OAA Contract**

I1	<p>5. The Elder Helpline provides barrier free access to its services for individuals and groups with special needs (i.e. TDD/TY access for people with hearing impairments and physical access for people with disabilities if the Helpline assists consumers at its facilities).</p> <p><i>Comments:</i></p>	<p>Achieves [ ]                  Partially Achieves [ ]                  Not Achieved [ ]                  Not Applicable [ ]</p> <p><i>Compliance measure                  Weight=1</i></p>
I1	<p>6. For referrals that did not require immediate follow-up, the helpline staff completed follow-up within 14 days to determine that services were being provided and that the elder or caregiver was satisfied with the services provided.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]                  Partially Achieves [ ]                  Not Achieved [ ]                  Not Applicable [ ]</p> <p><i>Compliance measure                  Weight=1</i></p>
I1	<p>7. Effective January 2003, the AAA is collecting and reviewing quarterly reports for Information and Referral activities submitted by Elder Helplines. This system facilitates appropriate referrals and provides a basis for describing requests for service, identifying gaps and overlaps, and assisting with needs assessments supporting the development of products. . . . .</p> <p><i>Comments:</i></p>	<p>Achieves [ ]                  Partially Achieves [ ]                  Not Achieved [ ]                  Not Applicable [ ]</p> <p><i>Compliance measure                  Weight=1</i></p>

**I1. Contract Compliance : Older Americans Act Title IIIB, Information and Referral OAA Contract**

I1	<p>8. There is a system in place for collecting and organizing inquirer data. Methods should be tailored to meet the needs of diverse populations and may include speaking engagements, public service announcements, newsletters, community meetings, booth at fairs, displays, etc.. . . .</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
I1	<p>9. Elder Helplines should identify at least two (2) methods in which they publicize information and referral.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
I1	<p>10. Is there a 2-1-1 center providing information and referral service within the Helpline Planning and Service Area? If so, has the Helpline established a Memorandum of Understanding with the 2-1-1 agency?. (Who is training administered by - the AAA, Elder Helpline or other?).</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>



**I1. Contract Compliance : Older Americans Act Title IIIB, Information and Referral OAA Contract**

I1	<p>11. Information and Referral services are provided by a trained Information and Referral specialist. Please identify trainings attended and frequency (i.. e. , Adult Protective Services, Legal Services, etc. ).</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
I1	<p>12. I &amp; R Specialists attend interagency training events.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**I2. Contract Compliance : Older Americans Act Title IIIB, Elder Services Directory**

I2	1. The AAA is entering resource information into the DOEA Elder Services Directory. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>
I2	2. The AAA is entering accurate resource information, based on random telephone surveys of listed resource providers. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure</i> <i>Weight=3</i>
I2	3. Provide a written policy that describes inclusion/exclusion criteria for the resource database. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>
I2	4. If a fee is charged for the inclusion of organizations in the database, that practice must be published as part of the inclusion/exclusion criteria. (If monitoring has not occurred during the current contract period, please indicate when the area agency plans to monitor the provider agency(ies) during this contract period). <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>

**R1. Contract Compliance: RELIEF Program General RELIEF Program Ref: RELIEF Contract**

R1	1. The area agency has conducted an annual monitoring of its provider agency(ies) using the monitoring objectives included in the RELIEF program manager's handbook. <i>Comments:</i>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
R1	2. According to the most recent area agency monitoring of the provider agency(ies), any objectives not fully achieved have been addressed by a corrective action plan. <i>Comments:</i>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
R1	3. The corrective action plan, if one was required, has been implemented and follow-up has occurred. <i>Comments:</i>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
R1	4. The area agency has supplied a copy of the provider agency(ies) monitoring report and notified the Department's RELIEF Program Coordinator of any outstanding issues. <i>Comments:</i>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>

**R1. Contract Compliance: RELIEF Program General RELIEF Program Ref: RELIEF Contract**

R1	<p>5. The area agency has procedures in place to assure that invoices and reports submitted to the Department as stipulated in the contract are timely, accurate and complete.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
R1	<p>6. The area agency has identified areas of need and any barriers to serving this need.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
R1	<p>7. Volunteer resources have been utilized to achieve goals identified in Area Plans and program development.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**S1. Contract Compliance: SHINE and Sunshine for Seniors** *SHINE Work Plan, Sunshine for Seniors Work Plan, Volunteer & Community Partner Surveys*

S1	<p>1. The SHINE program work plan been implemented and Medicare and health insurance counseling, education and outreach and volunteer support activities are taking place as specified in the work plan. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
S1	<p>2. The program is providing effective services to Medicare beneficiaries and their caregivers, as measured by results of consumer satisfaction surveys.. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Performance measure Weight=2</i></p>
S1	<p>3. The AAA is providing effective outreach to underserved populations, as measured by: interviews with outreach partners, community organizations and consumers from the targeted groups; and documented evidence of volunteer recruitment from within underserved groups. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Performance measure Weight=3</i></p>
S1	<p>4. The AAA is providing appropriate support for SHINE volunteers, as measured by results of volunteer satisfaction surveys. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Performance measure Weight=2</i></p>

**S1. Contract Compliance: SHINE and Sunshine for Seniors** *SHINE Work Plan, Sunshine for Seniors Work Plan, Volunteer & Community Partner Surveys*

S1	<p>5. The Sunshine for Seniors Program Work Plan been implemented and prescription assistance counseling is occurring as planned.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
S1	<p>6. Sunshine for Seniors services are effective, as measured by client savings estimates and results of consumer satisfaction surveys.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>

**SC1. Contract Compliance: Senior Companion Program General** Senior Companion Program *Ref: Senior Companion Contract*

SC1	<p>1. The area agency has conducted annual monitoring of the volunteer station(s). The corrective action plan has been implemented and follow-up has occurred in a timely manner. . . . .</p> <p><i>Comments:</i></p>	<p>Achieves [ ]                  Partially Achieves [ ]                  Not Achieved [ ]                  Not Applicable [ ]</p> <p><i>Compliance measure                  Weight=1</i></p>
SC1	<p>2. According to the most recent area agency monitoring of the volunteer station(s), if any objectives were not fully achieved, all issues have been addressed in a corrective action plan.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]                  Partially Achieves [ ]                  Not Achieved [ ]                  Not Applicable [ ]</p> <p><i>Compliance measure                  Weight=1</i></p>
SC1	<p>3. The designated program coordinator at the area agency has demonstrated a collaboration with the volunteer station(s) to provide program oversight and support, technical assistance, training, recruitment and other assistance as needed. Reports are forwarded to the Department by the 20th of each month as stipulated in the program contract Report and Payment Schedule (Attachment III).</p> <p><i>Comments:</i></p>	<p>Achieves [ ]                  Partially Achieves [ ]                  Not Achieved [ ]                  Not Applicable [ ]</p> <p><i>Compliance measure                  Weight=1</i></p>

**SC1. Contract Compliance: Senior Companion Program General** Senior Companion Program *Ref: Senior Companion Contract*

SC1	<p>4. The area agency program coordinator reviews the monthly invoices and program reports submitted by volunteer station(s) to ensure that they are on target with spending and achieving service hours specified in the contract (Attachment I). Reports are forwarded to the Department by the 20th of each month as stipulated in the program contract Report and Payment Schedule (Attachment III).</p> <p><i>Comments:</i></p>	<p>Achieves [ ]          Partially Achieves [ ]          Not Achieved [ ]          Not Applicable [ ]</p> <p><i>Compliance measure          Weight=1</i></p>
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**SC2. Contract Compliance: Program Files** Senior Companion Program *Ref: Senior Companion Contract*

SC2	<p>1. Volunteers feel comfortable with their assignments, including the tasks and the clients they are assigned to assist. Volunteer satisfaction is measured by results of volunteer satisfaction surveys. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Performance measure Weight=1</i></p>
SC2	<p>2. Volunteers feel that the area agency has been responsive and that they have addressed any concerns or challenges expressed by the volunteers. Volunteer satisfaction is measured by results of volunteer satisfaction surveys. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Performance measure Weight=2</i></p>
SC2	<p>3. Volunteers feel their participation in the Senior Companion program has enriched their lives, as well as that of their clients. Volunteer satisfaction is measured by results of volunteer satisfaction surveys. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Performance measure Weight=3</i></p>
SC2	<p>4. Volunteers feel that they have been sufficiently trained for the tasks included in their volunteer assignments. Volunteer satisfaction is measured by results of volunteer satisfaction surveys. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Performance measure Weight=2</i></p>

**F1. I. 2002-2003 Administrative Monitoring Follow-up** Corrective Actions/Recommendations If any corrective actions were required as a result of the 2002-2003 monitoring, these issues will be reviewed as a follow-up item.

*Ref: 2002-2003 DOEA Monitoring Report; DOEA Master Agreement;*

F1	<p>1. Did the area agency respond in timely manner to the 2002-2003 administrative monitoring report, if any? <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
F1	<p>2. An acceptable corrective action plan has been implemented and follow-up has occurred. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Performance measure Weight=3</i></p>
F1	<p>3. Are there remaining issues to be resolved? If so, what are they and is the plan to address these issues acceptable? <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>

**F2. II. Fiscal Audits.** Audit findings or concerns related to the AAA  
*Ref: OMB Circular A-133, State Single Audit Act (Chapter 10.650, FAC and 215.97, F. S),*

F2	<p>1. Fiscal audit report(s) were received timely (within 45 days of receipt of the report but no later than nine (9) months of recipient's fiscal year end). For fiscal year's ended prior to July 1, 2001, the audit report must be received within 180 days of the agency's fiscal year end;  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F2	<p>2. Prior year findings, if any, were cleared in the most recent audit;  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>
F2	<p>3. Management's response to issues, concerns, recommendations, findings or reportable conditions, if any were contained in the audit report, included a corrective action plan with time frames sufficient to resolve the issues.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>

**F2. II. Fiscal Audits.** Audit findings or concerns related to the AAA  
*Ref: OMB Circular A-133, State Single Audit Act (Chapter 10.650, FAC and 215.97, F. S),*

F2	<p>4. The corrective action plan, if one was required, has been implemented and resolution was verified on site during the visit;  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>
F2	<p>5. Are there remaining issues to be resolved? If so, what are they, what is the plan to address these issues, and is this plan acceptable?  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**F3A. III. A. Policies and Procedures Compliant with Contractual Clauses.** The AAA has Fiscal and Operational Policies and Procedures that ensure compliance with contractual and administrative requirements and follows their procedures. *Ref: OMB Circulars A-110, A-122 & A-133, State Single Audit Act (Chapter 10.650, FAC), DOEA's Master Agreement, Chapter 287, F. S.*

F3A	<p>1. Fiscal policies and operational procedures are adequate to assure civil-rights compliance and compliance with Federal equal employment opportunity laws, Workman's Compensation laws, and OSHA safety requirements; <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
F3A	<p>2. Fiscal policies and operational procedures are adequate to assure Public access to records congruent with Chapters 119 and 286, F. S. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
F3A	<p>3. Fiscal policies and operational procedures are adequate to assure a documented record retention policy in compliance with contractual conditions. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
F3A	<p>4. Fiscal policies and operational procedures are adequate to assure Secure access and confidentiality of consumer-identifiable information. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>

**F3A. III. A. Policies and Procedures Compliant with Contractual Clauses.** The AAA has Fiscal and Operational Policies and Procedures that ensure compliance with contractual and administrative requirements and follows their procedures. *Ref: OMB Circulars A-110, A-122 & A-133, State Single Audit Act (Chapter 10.650, FAC), DOEA's Master Agreement, Chapter 287, F. S.*

F3A	5. Fiscal policies and operational procedures are adequate to assure disaster plan in place to provide services to consumers in the event of circumstances that might disrupt services. <i>Comments:</i>	Achieves <input type="checkbox"/> Partially Achieves <input type="checkbox"/> Not Achieved <input type="checkbox"/> Not Applicable <input type="checkbox"/>  <i>Compliance measure Weight=1</i>
F3A	6. Fiscal policies and operational procedures are adequate to assure business hours are from 8:00 AM to 5:00 PM, Monday through Friday. <i>Comments:</i>	Achieves <input type="checkbox"/> Partially Achieves <input type="checkbox"/> Not Achieved <input type="checkbox"/> Not Applicable <input type="checkbox"/>  <i>Compliance measure Weight=1</i>
F3A	7. Fiscal policies and operational procedures are adequate to assure Travel charged to DOEA programs is in accord with 112.061. <i>Comments:</i>	Achieves <input type="checkbox"/> Partially Achieves <input type="checkbox"/> Not Achieved <input type="checkbox"/> Not Applicable <input type="checkbox"/>  <i>Compliance measure Weight=1</i>
F3A	8. Fiscal procedures ensure timely bank reconciliations, and timely financial and tax reports. <i>Comments:</i>	Achieves <input type="checkbox"/> Partially Achieves <input type="checkbox"/> Not Achieved <input type="checkbox"/> Not Applicable <input type="checkbox"/>  <i>Compliance measure Weight=1</i>

**F3B. III. B. HIPAA Compliance procedures** The AAA has procedures in place that assure compliance with HIPAA (Health Insurance Portability and Accountability Act) is a Federal law that was enacted in 1996. *Master Agreement*

F3B	<p>1. The AAA has written policies and procedures in place that ensure the security and privacy of health data. Fax machines, faxes and printed materials containing personal information are not in open areas for others to view. Client data is secured.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F3B	<p>2. The entire staff of the AAA has had training on HIPAA.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F3B	<p>3. The AAA has reviewed their relationship with its subcontractors or agents to whom it provides protected health information and has a written agreement to the same restrictions and conditions that apply to each other with respect to such information.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F3B	<p>4. A Notice of Privacy Policy (NPP) is posted in lobby (or area easily seen by clients). An NPP is given to all clients seen directly by the AAA and the AAA has a signed notice (or a notation explaining why a signature was unobtainable) in the client's file. F3B 5. Documentation containing client Personal Health Information (PHI) is disposed of by shredding (locate shredding machine).</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**F3D. III. D. Policies and Procedures Compliant with Contractual Clauses-Procurement.** Procurement policies are congruent with contractual requirements, encourages competition, and ensures fairness in procurement decisions. The AAA follows their own procurement procedures. *Ref: DOEA's Master Agreement, Chapter 287, F. S., 45 CFR Subtitle A, Part 92.36, OMB Circular A-110.*

F3D	<p>1. AAA follows its own policies and procedures for procurement which are congruent with Chapter 287 &amp; 430 F. S., &amp; 45 CFR part 92.36.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=1</i></p>
F3D	<p>2. The AAA's procedures include thresholds for competitive bidding and provide, to the maximum extent practical, open and free competition.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F3D	<p>3. AAA procurement procedures include a stipulation that the board, management and/or employees involved in making procurement decisions cannot receive financial gain or other compensation for themselves, family members, partners or agents as a result of a procurement transaction, and procedures include a method and time-frame for reporting potential conflicts of interest and exempts individuals with potential conflicts from the procurement process from which the conflict arises.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F3D	<p>4. Policies contain conditions under which competitive bidding is not practical and requires documentation justifying non-competitive bid decisions.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>



**F3D. III. D. Policies and Procedures Compliant with Contractual Clauses-Procurement.** Procurement policies are congruent with contractual requirements, encourages competition, and ensures fairness in procurement decisions. The AAA follows their own procurement procedures. *Ref: DOEA's Master Agreement, Chapter 287, F. S., 45 CFR Subtitle A, Part 92.36, OMB Circular A-110.*

F3D	<p>5. Contracting Procedures ensure continuity of services.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F3D	<p>6. The AAA is providing quarterly reports to DOEA on the diversity of its suppliers by the date specified.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**F3E. III. E. Policies and Procedures Compliant with Contractual Clauses--Property.** A complete property inventory compliant with OMB Circular A-110 is on file, items selected from it were properly tagged and located, and a physical inventory was conducted within the past year. *Ref: DOEA's Master Agreement, OMB Circular A-110.*

F3E	<p>1. An ITR worksheet is completed and retained by the AAA's LAN administrator for any computer related items costing \$1,000.00 or more <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
F3E	<p>2. Inventory records indicate the source of funds used to purchase property, description, model number, manufacturer's serial number acquisition date, location, condition and purchase price of property items. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
F3E	<p>3. Procedures assure that a physical inventory was conducted at least once within the past 2 years. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
F3E	<p>4. Individual items (totaling \$2,500 or more) selected from the property inventory were located and were in areas consistent with the fund source identified on the inventory records. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>

**F4. Management Analysis and Report Utilization** The AAA produces reports required by DOEA and uses them to monitor spending and more effectively manage and allocate resources. *Ref: DOEA's Master Agreement Amendment July 2001*

F4	<p>1. The AAA is submitting surplus/deficit projections to the department and these projections are used to consistently plan/coordinate spending among the programs and within budgets. The AAA has policies and/or contract language in place to reallocate funds that are consistently under-utilized by a provider(s) to other providers who can spend them and works with providers who are in a deficit situation to identify alternate funding, reduce costs when possible, and manage enrollments appropriately.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=3</i></p>
F4	<p>2. The AAA produces a full set of financial statements from its' automated accounting system, including a statement of financial position (balance sheet), statement of activities and a statement of cash flows, and presents this information to the board at every board meeting.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=1</i></p>
F4	<p>3. The AAA consistently manages spending so as to result in no significant surplus/deficit in their AAA as of the end of June.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**F5A. V. A. CCE and ADI Contracts Special Provisions - Co-Pay** The AAA set co-payment goals for providers and actively advocates in its policies and training for these goals to be met. Co-payments collected are reported to the AAA in the monthly payment request. *Ref : CCE and ADI Contract, Attachment 1, Special Provisions*

F5A	<p>1. All CCE and ADI sub-contractors are reporting co-payment collections and program income to the Area Agency.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F5A	<p>2. Does the AAA have adequate procedures to monitor revenue collection and identification of cash collected by providers?  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F5A	<p>3. Do the AAA's monitoring reports indicate subrecipient co-payment collection and reporting were reviewed during the on-site visit?  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F5A	<p>4. The AAA has documentation such as procedures, memos, written directives or training materials which indicate the AAA's policies regarding pursuance and collection of co-payments. Review extent to which area agency reviews/approves policy;  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**F5A. V. A. CCE and ADI Contracts Special Provisions - Co-Pay** The AAA set co-payment goals for providers and actively advocates in its policies and training for these goals to be met. Co-payments collected are reported to the AAA in the monthly payment request. *Ref : CCE and ADI Contract, Attachment 1, Special Provisions*

F5A	<p>5. The AAA has documentation indicating they adequately followed up with providers who are not meeting their co-payment collection goals and have corrective action plans on file.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=1</i></p>
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**F5B. V. B. Subcontracts and Assignments** Determine if all required clauses from DOEA's contracts and Master Agreements were passed down to sub-recipients *Ref: DOEA's Master Agreement, Assignments & Subcontracts clause.*

F5B	<p>1. All current contracts contain all the clauses from DOEA's Master Agreement and programmatic contracts with the exception of those specified as not applicable in the Assignments and Subcontracts clause.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F5B	<p>2. Service providers that do not have a contract containing all of the applicable clauses from DOEA's contract have been deemed to be vendors (documented in writing).</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F5B	<p>3. Contracts are executed timely.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F5B	<p>4. The AAA communicates contract issues with sub-recipients that could potentially cause a disruption in services to their DOEA contract manager within 48 hours of their awareness of the problem.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**F5C. V. C., Sub-Recipient Audit Reports** Sub-recipient’s audits were received timely and in compliance with contractual audit requirements. Corrective action plans for audit issues are on file and resolution is verified on site when possible. *Ref: F.S. Title XIV, Chapter 215.97(6), Florida Single Audit Act, and OMB Circular A-133.*

F5C	<p>2. The audit report is date-stamped indicating receipt date;  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F5C	<p>3. If issues, concerns or findings were noted, either they were judged as not applicable to DOEA’s programs and the basis for this decision is documented in writing, or, a corrective action plan was included in management’s response to the audit or addressed in correspondence with the AAA. If there are unresolved items from current or prior audits, the provider is held accountable to an established timeline for corrections.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F5C	<p>4. Implementation of corrective action for audit findings or issues, if any was required, has been documented through correspondence, and verified on site if there have been any subsequent on-site visits.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=1</i></p>
F5C	<p>5. Documentation (including monitoring reports) indicate that corrective action for audit findings or issues, if any was required, has been implemented (including on site observation if warranted), and the findings or issues have been resolved.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=1</i></p>

**F5D. V. D., Sub-Recipient Monitoring** Oversight of Sub-recipients will be evaluated to determine if procedures are adequate and effective for ensuring compliance and maintaining efficiency and accountability for the use of State and Federal funds administered through the Department. *Ref.: OMB Circular A-110*

F5D	<p>1. Documentation and policies indicate that the AAA is performing fiscal monitoring on site at least every 2 years resulting in a report being issued timely, and follow-up on concerns and issues occurs until they are resolved.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]          Partially Achieves [ ]          Not Achieved [ ]          Not Applicable [ ]</p> <p><i>Compliance measure          Weight=1</i></p>
F5D	<p>2. The monitoring report has been issued and indicates that corrective action, if any was necessary, has been proposed including time frames for implementation and was sufficient to address deficiencies.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]          Partially Achieves [ ]          Not Achieved [ ]          Not Applicable [ ]</p> <p><i>Compliance measure          Weight=1</i></p>
F5D	<p>3. The monitoring instrument used appears to be sufficient to determine fiscal, contractual, and programmatic compliance, or technical assistance has been given to improve the monitoring tool.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]          Partially Achieves [ ]          Not Achieved [ ]          Not Applicable [ ]</p> <p><i>Compliance measure          Weight=1</i></p>
F5D	<p>4. Are there any unresolved findings or issues from prior monitoring visits?</p> <p><i>Comments:</i></p>	<p>Achieves [ ]          Partially Achieves [ ]          Not Achieved [ ]          Not Applicable [ ]</p> <p><i>Compliance measure          Weight=1</i></p>



**F5D. V. D., Sub-Recipient Monitoring** Oversight of Sub-recipients will be evaluated to determine if procedures are adequate and effective for ensuring compliance and maintaining efficiency and accountability for the use of State and Federal funds administered through the Department. *Ref.: OMB Circular A-110*

F5D	<p>5. If findings and recommendations are noted in the monitoring report, a corrective action plan has been submitted and approved by the AAA according to time frames noted in the AAA's procedures, and follow-up has been documented (and verified during subsequent on-site visits, if any have been performed).</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
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**F6A. VI. A., Unit Cost Determination** Unit costs provided by sub-recipients and vendors are reviewed for compliance with DOE's Unit Cost Methodology, and OMB's Costing and allocation principles. If other methods are being used to determine if costs are reasonable and necessary for the services provided, these methods are in accord with the AAA's procedures, and appropriate analyses are fully documented. Comparisons are made with other provider's rates for the same services, with other services for the same provider, and with prior year costs. *Ref. : Allowable Cost Principles for Non-Profits OMB Circular A-122*

F6A	<p>1. If the unit cost methodology is being used to determine costs, the Area agency is reviewing allocations to determine that they are compliant with OMB A-122; indirect costs are applied proportionately, and; direct allocations of general administrative costs are supported by documentation.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F6A	<p>2. Expense categories and total expenditures represented in the Unit Cost spreadsheets are consistent with the expenses reported in the sub-recipient's Statement on Functional expenses included in their CPA audit;</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F6A	<p>3. The AAA is making comparisons to determine if the number of consumers served has decreased in the past three years to ensure case management and direct service salaries and fringes have decreased proportionally.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=1</i></p>

**F6A. VI. A., Unit Cost Determination** Unit costs provided by sub-recipients and vendors are reviewed for compliance with DOE's Unit Cost Methodology, and OMB's Costing and allocation principles. If other methods are being used to determine if costs are reasonable and necessary for the services provided, these methods are in accord with the AAA's procedures, and appropriate analyses are fully documented. Comparisons are made with other provider's rates for the same services, with other services for the same provider, and with prior year costs. *Ref. : Allowable Cost Principles for Non-Profits OMB Circular A-122*

F6A	<p>4. A documented Comparison or analysis is made between this year's rates and last year's rates and to the Statement of Functional Expenses in the independent audit report.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=1</i></p>
F6A	<p>5. Technical assistance has been given to the AAA regarding cost determination if unit cost methodology review processes need improvement.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=1</i></p>
F6A	<p>6. Unit cost info input into WEB-DB is accurate and verified.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**F6A. VI. A., Unit Cost Determination** Unit costs provided by sub-recipients and vendors are reviewed for compliance with DOE's Unit Cost Methodology, and OMB's Costing and allocation principles. If other methods are being used to determine if costs are reasonable and necessary for the services provided, these methods are in accord with the AAA's procedures, and appropriate analyses are fully documented. Comparisons are made with other provider's rates for the same services, with other services for the same provider, and with prior year costs. *Ref. : Allowable Cost Principles for Non-Profits OMB Circular A-122*

F6A	<p>7. If rates were established as a result of other methods and analyses than a unit cost methodology, documentation is available to support the rates as being reasonable and necessary for the service in comparison to like services.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F6A	<p>8. If rates for sub-recipients were established as a result of other analyses than a unit cost methodology, the AAA is relying on audit information and other financial reports to determine the amount paid for services does not exceed the sub-recipient's cost, and that required match for federal funds is being reported and is not from other federal funds.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**F6B. VI. B., Sub-Recipient Service Cost Reports** OAA, CCE, ADI and LSP State Fiscal Year 2001/2002 Contracts - Special Provisions - Service Cost Reports. The recipient will require subrecipients to submit semi-annual service cost reports which reflect actual costs of providing each service by program. This report provides information for planning and negotiating unit rates *Ref: CCE , ADI, and LSP State Fiscal Year 2001/2002 Contract, Attachment I, Special Provisions*

F6B	<p>1. If costs are allocated using a distribution formula, the AAA has determined either during monitoring or during the review of service cost reports that the formula is based on employee time allocations supported by annual time studies or personnel activity reports (based on the pay period and signed by the employee) for direct time allocations for staff performing more than one service who are not cost pooled.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F6B	<p>2. For sub-recipients, documentation indicates the audited Statement of Functional Expenses and close-out reports were compared with rates established by the unit cost methodology or other cost analysis to evaluate how closely budgeted costs compared with actual costs.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=1</i></p>
F6B	<p>3. The AAA is using Web-DB info for unit rate reports/comparisons;</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>

**F6B. VI. B., Sub-Recipient Service Cost Reports** OAA, CCE, ADI and LSP State Fiscal Year 2001/2002 Contracts - Special Provisions - Service Cost Reports. The recipient will require subrecipients to submit semi-annual service cost reports which reflect actual costs of providing each service by program. This report provides information for planning and negotiating unit rates *Ref: CCE , ADI, and LSP State Fiscal Year 2001/2002 Contract, Attachment I, Special Provisions*

F6B	<p>4. Review the AAA's policy for using service cost reports;</p> <p><i>Comments:</i></p>	<p>Achieves [ ]          Partially Achieves [ ]          Not Achieved [ ]          Not Applicable [ ]</p> <p><i>Compliance measure          Weight=1</i></p>
F6B	<p>5. Is the AAA determining the extent to which the same service in different programs have varying prices for same provider and if these variations are justified?</p> <p><i>Comments:</i></p>	<p>Achieves [ ]          Partially Achieves [ ]          Not Achieved [ ]          Not Applicable [ ]</p> <p><i>Performance measure          Weight=7</i></p>

**F7. VII. Older Americans Act, Federal Fiscal Year 2001/2002- Consumer Contributions and Co-payments for Services and Use of Voluntary Contributions and Cost Sharing Under Title III Funds.** The recipient assures compliance with Older Americans Act Amendments of 2000, Section 315, in regard to consumer contributions. .Voluntary contributions are not to be used for cost sharing or matching. Accumulated voluntary contributions are to be used prior to requesting Federal reimbursement. Voluntary contributions and related interest earned are program income and must be used to expand services. *Ref: OAA Federal Fiscal Year 2000/2001 Contract and OAA Federal Fiscal Year 2000/2001 Title IIIE Contract, Attachment I, Special Provisions.*

F7	<p>1. Area agency policies require proper identification of all revenues upon receipt, including cash. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
F7	<p>2. Program income is identified and reported in accord with DOEA policies. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
F7	<p>3. Donated materials and services are valued consistent with OMB Circular A-110 and the Client Services Manual. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>

**F7. VII. Older Americans Act, Federal Fiscal Year 2001/2002- Consumer Contributions and Co-payments for Services and Use of Voluntary Contributions and Cost Sharing Under Title III Funds.** The recipient assures compliance with Older Americans Act Amendments of 2000, Section 315, in regard to consumer contributions. .Voluntary contributions are not to be used for cost sharing or matching. Accumulated voluntary contributions are to be used prior to requesting Federal reimbursement. Voluntary contributions and related interest earned are program income and must be used to expand services. *Ref: OAA Federal Fiscal Year 2000/2001 Contract and OAA Federal Fiscal Year 2000/2001 Title IIIE Contract, Attachment I, Special Provisions.*

F7	<p>4. The Area agency has adequate policies and procedures regarding contributions and match. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
F7	<p>5. Area agency documentation is available to substantiate match and contributions claimed in the Area Plan supporting budget schedule worksheets. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
F7	<p>6. Interest is identified, reported to the department quarterly, and returned with the final report. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>



**F8. VIII. Administrative Expenditures** Based on a sampling of at least two (2) months of expenditure documentation, the AAA has not used state or federal funds for expenditures expressly prohibited by law. The AAA maintains records including bills for fees or other compensation for services or expenses in sufficient detail for a proper pre-audit and post-audit thereof such as paid invoices, payroll registers, travel vouchers, copy logs, postage logs, time sheets, etc., as supporting documentation for administrative expenses itemized for reimbursement. *Ref: Master Agreement 2002, OMB Circular's A-110 and A-122, Comptroller's Voucher Processing Handbook, and 3A-40, F.A.C.*

F8	<p>1. AAA payment requests are submitted in accord with the contract terms (timely, accurate, sufficient). <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
F8	<p>2. Totals reflected on the sub-recipient line item of the payment request forms to DOEA equal the total of sub-recipient or vendor payment requests for the contracts and periods selected. Sub-recipients or vendors are paid at the rates stated in their agreement with the AAA, units delivered are verified against CIRTS, and certified as accurate by the authorized fiscal signatory of the sub/vendor prior to pmt. by the AAA. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
F8	<p>3. AAA administration expenses are allowable &amp; supported by appropriate documentation and consistent with general ledger reports for the programs and periods selected for review. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>

**F8. VIII. Administrative Expenditures** Based on a sampling of at least two (2) months of expenditure documentation, the AAA has not used state or federal funds for expenditures expressly prohibited by law. The AAA maintains records including bills for fees or other compensation for services or expenses in sufficient detail for a proper pre-audit and post-audit thereof such as paid invoices, payroll registers, travel vouchers, copy logs, postage logs, time sheets, etc., as supporting documentation for administrative expenses itemized for reimbursement. *Ref: Master Agreement 2002, OMB Circular's A-110 and A-122, Comptroller's Voucher Processing Handbook, and 3A-40, F.A.C.*

F8	<p>4. The AAA's general ledger chart of accounts and procedures for allocating administrative expenses to programs are sufficient to categorize and classify the source of funds received and expended by program.</p> <p><i>Comments:</i></p>	<p>Achieves <input type="checkbox"/></p> <p>Partially Achieves <input type="checkbox"/></p> <p>Not Achieved <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p> <p><i>Compliance measure</i> <i>Weight=1</i></p>
F8	<p>5. Administrative expenditures reimbursed were supported by appropriate documentation including paid invoices, postal or copy logs, travel vouchers, payroll registers, etc., incurred and paid for during the effective period of the contract(s).</p> <p><i>Comments:</i></p>	<p>Achieves <input type="checkbox"/></p> <p>Partially Achieves <input type="checkbox"/></p> <p>Not Achieved <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p> <p><i>Compliance measure</i> <i>Weight=1</i></p>
F8	<p>6. Travel expenses charged to DOEA programs are supported by a comptroller approved form, contain the purpose or reason for trip consistent with DOEA-related business, approved by the supervisor, and reimbursed in accord with 112.061, Florida statutes.</p> <p><i>Comments:</i></p>	<p>Achieves <input type="checkbox"/></p> <p>Partially Achieves <input type="checkbox"/></p> <p>Not Achieved <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p> <p><i>Compliance measure</i> <i>Weight=1</i></p>

**F8. VIII. Administrative Expenditures** Based on a sampling of at least two (2) months of expenditure documentation, the AAA has not used state or federal funds for expenditures expressly prohibited by law. The AAA maintains records including bills for fees or other compensation for services or expenses in sufficient detail for a proper pre-audit and post-audit thereof such as paid invoices, payroll registers, travel vouchers, copy logs, postage logs, time sheets, etc., as supporting documentation for administrative expenses itemized for reimbursement. *Ref: Master Agreement 2002, OMB Circular's A-110 and A-122, Comptroller's Voucher Processing Handbook, and 3A-40, F.A.C.*

F8	<p>7. Payments are made by the AAA to sub-recipients within 7 working days of receipt of accurate and complete payment requests and unearned advances were recouped and remitted to DOEA.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
F8	<p>8. Bank reconciliations are performed timely (within 21 days of receipt).</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**MIS1. I. LAN Administration/Technical Support : Security** The recipients shall employ a Local Area Network (LAN) Administrator who shall assure the recipient's compliance with the requirements of the Information Systems Security Procedures Document adopted by the department. *Ref: DOEA Master Agreement Contract, Section IV. H.I. and Auditor General, Information Technology Audit, November 2001, Report No. 02-079*

MIS1	1. The LAN Administrator has a copy of the Department's Information Systems LAN Administrator's Guide – January 2004 edition <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>
MIS1	2. The LAN Administrator is in compliance with the Department's Information Systems Security Procedures section of the LAN Administrator's Guide. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>
MIS1	3. The LAN Administrator is in compliance with the Department's Information Systems Group Wise Best Practices section of the LAN Administrator's Guide. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>

**MIS1. I. LAN Administration/Technical Support : Security** The recipients shall employ a Local Area Network (LAN) Administrator who shall assure the recipient's compliance with the requirements of the Information Systems Security Procedures Document adopted by the department. *Ref: DOEA Master Agreement Contract, Section IV. H.I. and Auditor General, Information Technology Audit, November 2001, Report No. 02-079*

MIS1	<p>4. The LAN Administrator is in compliance with the Department's Information Systems User Management Policy &amp; Procedures section of the LAN Administrator's Guide.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
MIS1	<p>5. The LAN Administrator is in compliance with the Department's Information Systems Training section of the LAN Administrator's Guide.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**P4A. IV. A. OUTCOME PROCESS:** Performance Outcome Measures achievement is tracked. *Ref: Chapter 94-249 and Chapter 216.0172 Laws of Florida and DOEA Master Agreement Contract, Section IV.I.*

P4A	<p>1. Documentation exists to indicate the AAA’s involvement with providers in tracking outcome achievement.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>
P4A	<p>2. The AAA reviews the provider’s consumer service data to ensure outcome achievement.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>
P4A	<p>3. The AAA documents and analyzes the factors that enhance/inhibit the ability of providers to achieve performance standards.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>
P4A	<p>4. The AAA provides technical or other assistance to providers who are not meeting standards.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>

**P4A. IV. A. OUTCOME PROCESS:** Performance Outcome Measures achievement is tracked. *Ref: Chapter 94-249 and Chapter 216.0172 Laws of Florida and DOEA Master Agreement Contract, Section IV.I.*

P4A	5. The AAA has developed Quality Assurance/Quality Improvement initiatives to enhance delivery of services by implementing a systematic identification and resolution of issues process. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure Weight=2</i>
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**P4B. IV. B. OUTCOME ACHIEVEMENT:** Performance Outcome Measures are achieved. Ref : Chapter 94-249 and Chapter 216.0172 Laws of Florida and DOEA Master Agreement Contract, Section IV.I. Ref : Chapter 94-249 and Chapter 216.0172 Laws of Florida and DOEA Master Agreement Contract, Section IV.I.

P4B	1. Percent of CARES imminent risk referrals served (90%) (Achieves = 85.5% -90%) <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure</i> <i>Weight=3</i>
P4B	2. Percent of Adult Protective Services (APS) referrals who are in need of immediate services to prevent further harm who are served within 72 hours (97%) (Achieves 92.2 - 97%) <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure</i> <i>Weight=1</i>
P4B	3. Percent of elders assessed with high or moderate risk environments who improved their environment score (79.3%) (Achieves = 75.4% - 79.3%) <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure</i> <i>Weight=1</i>
P4B	4. Percent of new service recipients with high-risk nutrition scores whose nutritional status improved (66%) (Achieves = 62.7% - 66%) <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure</i> <i>Weight=1</i>



**P4B. IV. B. OUTCOME ACHIEVEMENT:** Performance Outcome Measures are achieved. Ref : Chapter 94-249 and Chapter 216.0172 Laws of Florida and DOEA Master Agreement Contract, Section IV.I. Ref : Chapter 94-249 and Chapter 216.0172 Laws of Florida and DOEA Master Agreement Contract, Section IV.I.

P4B	5. Percent of new service recipients whose ADL assessment score has been maintained or improved (63%) (Achieves = 59.9% - 63%) <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure Weight=1</i>
P4B	6. Percent of new service recipients whose IADL assessment score has been maintained or improved (62.3%) (Achieves = 59.2% - 62.3%) <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure Weight=1</i>
P4B	7. Percent of family and family-assisted caregivers who self-report they are very likely to provide care (88.9%) (Achieves = 84.5% - 88.9%) <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure Weight=1</i>
P4B	8. Percent of caregivers whose ability to provide care is maintained or improved after one year of service intervention (as determined by the caregiver and the assessor) (90%) (Achieves = 84.6% - 90%) <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure Weight=1</i>

**P4B. IV. B. OUTCOME ACHIEVEMENT:** Performance Outcome Measures are achieved. Ref : Chapter 94-249 and Chapter 216.0172 Laws of Florida and DOEA Master Agreement Contract, Section IV.I. Ref : Chapter 94-249 and Chapter 216.0172 Laws of Florida and DOEA Master Agreement Contract, Section IV.I.

P4B	9. Average time in the Community Care for the Elderly program for Medicaid Waiver probable customers (2.8 months) (Achieves = 2.7 - 2.8 months) <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure Weight=1</i>
P4B	10. Percent of new enrollees into CCE and ADA waivers who are priority levels 4 & 5. (Achieves=Statewide Average) <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure Weight=2</i>
P4B	11. Probability of being served is higher for the following population compared to the following populations : In Poverty (Achieves=1.5%), Minorities (Achieves=1.5%), Rural (Achieves=1.5%). <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure Weight=2</i>
P4B	12. Percentage of active clients who have a completed priority score. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure Weight=2</i>

**P5A. V. A. Customer Satisfaction** The area agency has established written procedures to evaluate consumer satisfaction with community based services. *Ref: DOEA Client Services Manual, Chp II, B,18 and Master Agreement, Section I, S.2*

P5A	1. Agency has written procedures regarding collection of consumer satisfaction data through various survey methods. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>
P5A	2. Review of available data reflects consumers are regularly surveyed about the programs and services offered in the PSA. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>
P5A	3. Survey results are utilized to address problem areas and improve services within the PSA. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure</i> <i>Weight=1</i>
P5A	4. Data provided by the DOEA Planning and Research Unit reveal effective delivery of consumer services. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure</i> <i>Weight=2</i>

**P5A. V. A. Customer Satisfaction** The area agency has established written procedures to evaluate consumer satisfaction with community based services. *Ref: DOEA Client Services Manual, Chp II, B,18 and Master Agreement, Section I, S.2*

P5A	<p>5. DOEA staff observations based upon consumer visits reveal effective delivery of consumer services.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]          Partially Achieves [ ]          Not Achieved [ ]          Not Applicable [ ]</p> <p><i>Performance measure          Weight=2</i></p>
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**MW1. MEDICAID WAIVER ADMINISTRATION.** The AAA demonstrates its administrative procedures, operational activities and records comply with the Medicaid Waiver requirements. *Ref. Florida Aged and Disabled Adult 1915C Waiver*

MW1	<p>1. Memoranda issued by AAA to lead agencies and service providers are in compliance with AHCA, DOEA, and federal waiver requirements.</p> <p><i>Comments:</i></p>	<p>Achieves <input type="checkbox"/></p> <p>Partially Achieves <input type="checkbox"/></p> <p>Not Achieved <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p> <p><i>Compliance measure</i> <i>Weight=1</i></p>
MW1	<p>2. The AAA has implemented procedures to ensure information from the DOEA is communicated to the lead agencies.</p> <p><i>Comments:</i></p>	<p>Achieves <input type="checkbox"/></p> <p>Partially Achieves <input type="checkbox"/></p> <p>Not Achieved <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p> <p><i>Compliance measure</i> <i>Weight=1</i></p>
MW1	<p>3. The AAA's policies and procedures provide for verification of providers qualifications prior to contracting and on an on-going schedule.</p> <p><i>Comments:</i></p>	<p>Achieves <input type="checkbox"/></p> <p>Partially Achieves <input type="checkbox"/></p> <p>Not Achieved <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p> <p><i>Compliance measure</i> <i>Weight=1</i></p>
MW1	<p>4. The AAA ensures lead agency providers meet the minimum standards in compliance with AHCA, DOEA, and federal waiver requirements. Note: The requirements are an attachment to the waiver. The AAA has been provided with the checklist tool to be used by the Department during monitoring visits.</p> <p><i>Comments:</i></p>	<p>Achieves <input type="checkbox"/></p> <p>Partially Achieves <input type="checkbox"/></p> <p>Not Achieved <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p> <p><i>Compliance measure</i> <i>Weight=1</i></p>

**MW1. MEDICAID WAIVER ADMINISTRATION.** The AAA demonstrates its administrative procedures, operational activities and records comply with the Medicaid Waiver requirements. *Ref. Florida Aged and Disabled Adult 1915C Waiver*

MW1	<p>5. Service providers' qualifications are in compliance with AHCA, DOEA, and federal waiver requirements. Note: The requirements are an attachment to the waiver. The AAA has been provided with the checklist tool to be used by the Department during monitoring visits.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
MW1	<p>6. The AAA 's policies and procedures to monitor lead agency and service providers are in compliance with AHCA, DOEA, and federal waiver requirements.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
MW1	<p>7. The AAA's provider enrollment procedures are in compliance with federal waiver requirements and Medicaid policy.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
MW1	<p>8. The AAA's termination of services procedure is in compliance with federal waiver requirements and Medicaid policy. The recipient must be notified in writing of the appeals process and the right to request a Medicaid fair hearing.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**MW1. MEDICAID WAIVER ADMINISTRATION.** The AAA demonstrates its administrative procedures, operational activities and records comply with the Medicaid Waiver requirements. *Ref. Florida Aged and Disabled Adult 1915C Waiver*

MW1	<p>9. There is evidence of the AAA's effort to maintain the availability of qualified providers. (This includes documentation of recruitment or similar efforts).</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=1</i></p>
MW1	<p>10. The lead agency and service provider referral agreement ensure budgetary constraints are understood and followed.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=3</i></p>
MW1	<p>11. The AAA has developed adequate job descriptions, minimum qualifications, and duties for the Medicaid Waiver Specialists.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**MW2. MEDICAID WAIVER SPECIALISTS.** The Medicaid Waiver Specialists are completing the required activities for effective management of the Medicaid Waiver Program. *Ref. Florida Aged and Disabled Adult 1915C Waiver*

MW2	<p>1. The Medicaid Waiver Specialists meet the minimum qualifications and requirements as described in the AAA policies and procedures. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
MW2	<p>2. The Medicaid Waiver Specialists conduct assessment and care plan training and attendees score at least 80% or higher on both the assessment and care plan test. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
MW2	<p>3. The AAA has systems in place to ensure consumer assessments and reassessments are completed by qualified personnel and in a timely fashion. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
MW2	<p>4. The AAA has developed policies and procedures for assisting providers with waiver enrollment process. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>



**MW2. MEDICAID WAIVER SPECIALISTS.** The Medicaid Waiver Specialists are completing the required activities for effective management of the Medicaid Waiver Program. *Ref. Florida Aged and Disabled Adult 1915C Waiver*

MW2	<p>5. The AAA provides technical or other assistance to providers who are not meeting standards.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
MW2	<p>6. The Medicaid Waiver Specialist utilizes monitoring activities and findings to identify providers in need of technical assistance.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
MW2	<p>7. The AAA provides technical or other assistance to providers who are not meeting standards.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>

**MW3. MEDICAID WAIVER AREA AGENCIES.** The AAA assures the Lead Agency's management, operations and record keeping practices demonstrate compliance with the Medicaid Waiver Program. *Ref. Florida Aged and Disabled Adult 1915C Waiver*

MW3	1. The lead agency referral agreement to provide case management services is in compliance with federal waiver requirements and Medicaid policy. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>
MW3	2. The lead agency policies and procedures for case management files and services documentation are in compliance with federal waiver requirements and Medicaid policy. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>
MW3	3. The referral agreement delineates the service provider responsibilities. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>
MW3	4. The lead agency ensures case managers meet the minimum requirements in compliance with federal waiver requirements and Medicaid policy. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>

**MW3. MEDICAID WAIVER AREA AGENCIES.** The AAA assures the Lead Agency's management, operations and record keeping practices demonstrate compliance with the Medicaid Waiver Program. *Ref. Florida Aged and Disabled Adult 1915C Waiver*

MW3	5. The case manager responsibilities include the duties described in the federal waiver document and Medicaid policy. <i>Comments:</i>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
MW3	6. The lead agency has developed and implemented Quality Assurance/Quality Improvement Initiatives to enhance delivery of services, identify, and resolve of recipient issues. <i>Comments:</i>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Performance measure Weight=3</i></p>
MW3	7. Clients records contain all required documentation, information is current, and there is evidence of client signatures or service delivery confirmation. <i>Comments:</i>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
MW3	8. A list of current providers is maintained by each case manager which identifies providers by service type. <i>Comments:</i>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>

**MW3. MEDICAID WAIVER AREA AGENCIES.** The AAA assures the Lead Agency's management, operations and record keeping practices demonstrate compliance with the Medicaid Waiver Program. *Ref. Florida Aged and Disabled Adult 1915C Waiver*

MW3	<p>9. The client's signature or the signature of the client's representative must evidence the client's provider choice.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
MW3	<p>10. The lead agency operations evidence adequate choice counseling procedures.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
MW3	<p>11. There is evidence of a reasonable distribution of clients among available providers or an acceptable explanation for the lack thereof.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>
MW3	<p>12. Providers' documentation of service delivery complies with federal waiver requirements and Medicaid policy.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**MW4. MEDICAID WAIVER GRIEVANCES AND COMPLAINTS.** The AAA assures complaints/grievances are processed in accordance with MW requirements. *Ref. Florida Aged and Disabled Adult 1915C Waiver*

MW4	<p>1. The AAA, lead agency, and service providers have developed and implemented complaint/grievances policies and procedures.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
MW4	<p>2. The AAA complaints/grievances policies and procedures are in compliance with federal waiver requirements and Medicaid policy.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
MW4	<p>3. Consumer complaints are logged and tracked. Complaint tracking records are in compliance with federal waiver requirements and Medicaid policy.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**MW5. MEDICAID WAIVER CONSUMER SATISFACTION.** The AAA has developed and implemented a process to research consumer satisfaction. *Ref. Florida Aged and Disabled Adult 1915C Waiver*

MW5	<p>1. Review of available data reflects Medicaid Waiver clients are included in the regularly scheduled satisfaction surveys.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=3</i></p>
MW5	<p>2. Survey results are utilized to address problem areas and improve services within the PSA.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>
MW5	<p>3. Recipient's record and consumer surveys indicate they are aware of their right to request a fair hearing.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>

**MW6. MEDICAID WAIVER FISCAL MANAGEMENT.** The AAA demonstrates its fiscal responsibility in the management of Medicaid Waiver funds. *Ref. Florida Aged and Disabled Adult 1915C Waiver*

MW6	<p>1. The AAA ensures that lead agencies are identifying and referring potential Medicaid clients for Medicaid Waiver eligibility determination.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=1</i></p>
MW6	<p>2. There is documentation of the AAA's involvement in facilitating communication and coordination between Lead Agencies, CARES and DCF staff to expedite the processing of applicants for Medicaid Waiver services.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>
MW6	<p>3. The DCF 2515 form is utilized to communicate availability of funding as an indication to initiate the financial eligibility determination.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>

**P10. AAA OPERATIONS** The AAA is operating under Board approved personnel, fiscal or operational policies and procedures designed to facilitate the agency's internal management system.

P10	<p>1. The AAA has current written policies and procedures.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure</i>  <i>Weight=1</i></p>
P10	<p>2. There is evidence that the AAA is using its polices and procedures, i.e., AAA monitors using specific monitoring policies, procedures and instruments. AAA acts in accordance with its procurement procedures for selecting vendors. AAA staff members perform job duties as specified in the job descriptions.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure</i>  <i>Weight=1</i></p>



**P1A. I.A. Phase III Monitoring Follow-up** If any corrective actions were required as a result of the Phase III monitoring, these issues will be reviewed as a follow-up item. *Ref: Phase II DOEA Monitoring Report; DOEA Master Agreement; DOEA Client Services Manual, Chp. 1*

P1A	<p>3. The corrective action plan has been implemented and follow-up has occurred.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
P1A	<p>4. The AAA has an acceptable plan for addressing unresolved issues.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**P2A. II. A. BOARD OF DIRECTORS:** Board records indicate sufficient policies and procedures exist and are being used to oversee administration of the AAA. *Ref: DOEA Client Services Manual, Chp. I,(B)*

P2A	1. Meetings are held in accordance with the by-laws. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>
P2A	2. Minutes reflect the board's review of area plan development and administration. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>
P2A	3. Minutes reflect that the board determines and allocates federal and state funds within the PSA. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>
P2A	4. Minutes reflect the board reviews monitoring reports and audits of the AAA, oversees any required corrective measures and reviews the AAA's assessments of service provider performance and audits. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>

**P2A. II. A. BOARD OF DIRECTORS:** Board records indicate sufficient policies and procedures exist and are being used to oversee administration of the AAA. *Ref: DOEA Client Services Manual, Chp. I,(B)*

P2A	5. Minutes reflect the board's review of the AAA's fiscal status. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>
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**P2B. II. B. BOARD OF DIRECTORS:** AAA director attends meetings, provides regular reports, written updates, etc., to facilitate the Board's oversight of agency activities. *Ref:45 CFR Section 1321.55; OAA Assurance #2*

P2B	<p>1. Minutes reflect that director/staff reports are provided to the board. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
P2B	<p>2. Minutes or other documentation reflect board/staff discussions of proposed contracts, programs and operational changes. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
P2B	<p>3. Minutes or other documentation reflect presentations relative to consumer and provider issues and program requests. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>

**P2C. II. C. ADVISORY COUNCIL:** AAA Advisory Council is organized in accordance with OAA requirements and advises on matters relating to the development and administration of the area plan. *Ref: 45CFR Section 1321.57(a); Section 306(a)(6)(F); Standard Assurance # 9*

P2C	1. Meetings are held in accordance with the by-laws. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>
P2C	2. Minutes reflect the council's involvement in developing and administering the area plan. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>
P2C	3. Minutes reflect the council's review and comment on community policies, programs and actions which affect older persons for the purpose of assuring coordination and response to elder issues. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>
P2C	4. Minutes reflect area plan and amendments are submitted to council for review prior to submission for final approval. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>

**P2D. II. D. ADVISORY COUNCIL:** Advisory Council composition reflects the requirements of the Older Americans Act. *Ref: 45 CFR Section 1321.57; OAA Sec. 306(a)(6)(F); Standard Assurance # 9*

P2D	<p>1. Up-to-date membership profiles reflect 50% or more of the Council are 60 years or older and include minorities.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
P2D	<p>2. Membership profiles reflect a diverse mix of health and social service representatives; local elected officials; leaders from the private and volunteer sectors, all reflective of the communities served.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**P2E. II. E. BOARD OF DIRECTORS/ADVISORY COUNCIL - TRAINING:** Appropriate orientation and training information has been developed for Board of Directors and Advisory Council members on their respective roles and responsibilities and is provided as a requirement for membership. *Ref. DOEA Master Agreement, III.F.; OAA Section 306(a)(12); Section 430.07, Florida Statute*

P2E	<p>1. Up to date Board and Advisory Council training information is available, ie, DOEA AAA Board Of Director’s Resource Book, Advisory Council Handbook or other training materials.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
P2E	<p>2. Documentation includes training agendas and attendance rosters.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
P2E	<p>3. Minutes of meetings indicate orientation and training activities.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**P2F. II. F. CIVIL RIGHTS COMPLIANCE - FORM 101 A AND B:** The recipient has given assurance certifying compliance with Civil Rights requirements. *Ref. Section I.C., Civil Rights Certification, DOEA Master Agreement*

P2F	1. A Civil Rights Questionnaire, DOEA Form 101A and B, has been completed by the AAA and is on file at DOEA. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>
P2F	2. The Civil Rights Questionnaire reflects data regarding AAA staff composition and population of the planning and service area accurately. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>
P2F	3. The Civil Rights Questionnaire reflects race, sex, and national origin composition of staff that is representative of the general population. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>
P2F	4. Significant variances in the race, sex, and national composition of staff and the general population are explained on the questionnaire as required by 45 CFR 80.5(i) and (j). <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>



**P2F. II. F. CIVIL RIGHTS COMPLIANCE - FORM 101 A AND B:** The recipient has given assurance certifying compliance with Civil Rights requirements. *Ref. Section I.C., Civil Rights Certification, DOEA Master Agreement*

P2F	5. Where variances exist in #4 above, action has been taken by the AAA to correct the disparity. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>
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**P2G. II. G. MONITORING:** The AAA has a written monitoring plan and is providing periodic monitoring and evaluation of service provider contracts and performance. *Ref. OAA Section 306(a)(6)(A); Standard Assurance # 5; DOEA Master Agreement I.O-R & III.F.*

P2G	1. AAA is conducting monitoring activities according to it's monitoring plan. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>
P2G	2. AAA has communicated the monitoring plan to the lead agencies and other contractors. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure</i> <i>Weight=1</i>
P2G	3. Documentation indicates monitoring reports are directed to the governing body of each contractor and copies of all monitoring reports and other evaluations are on file. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>
P2G	4. Reports specify compliance issues as applicable and include specific recommendations for improving performance through corrective or required actions or acquisition of technical assistance. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>

**P2G. II. G. MONITORING:** The AAA has a written monitoring plan and is providing periodic monitoring and evaluation of service provider contracts and performance. *Ref. OAA Section 306(a)(6)(A); Standard Assurance # 5; DOEA Master Agreement I.O-R & III.F.*

P2G	<p>5. Documentation of technical assistance provided, corrective action activities, ie, provider/consumer responses, AAA response, are available.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]</p> <p>Partially Achieves [ ]</p> <p>Not Achieved [ ]</p> <p>Not Applicable [ ]</p> <p><i>Performance measure</i> <i>Weight=1</i></p>
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**P2H. II. H. ORGANIZATIONAL STRUCTURE:** AAA's organizational structure facilitates interaction between key program, planning, fiscal, information system and executive staff relative to the management of service contracts and agency operations. *Ref:45 CFR Section 1321.55(b); OAA Section 307(a)(4);DOEA Master Agreement, III.F.*

P2H	1. Discussion with director and management staff indicate frequent management meetings. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure Weight=1</i>
P2H	2. Documentation exists that regular staff meetings occur and key staff are in attendance. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure Weight=1</i>
P2H	3. Comments of staff confirm frequent interaction and discussions regarding contracts and agency operations. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure Weight=1</i>

**P2I. II. I. RFP PROCESS:** Area Agencies on Aging (AAAs) have designated lead agencies for the Community Care for the Elderly Program (CCE) pursuant to requirements of Chapter 430, Florida Statutes. *Ref: Chapter 430.203 (9), F.S.*

P2I	<p>1. The Request for Proposal has been developed by the AAA in accordance with Department RFP Guidelines.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
P2I	<p>2. The Request for Proposal process has been implemented or is in the process of being implemented in accordance with Department RFP Guidelines.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**P3A. III. A. PRIORITIZATION:** Victims of abuse, neglect, or exploitation receive primary consideration for Community Care for the Elderly Services, and are assessed and have their services commenced within 72 hours after referral. *Ref: Section 430.205(5) F.S.; DOEA Community Care for the Elderly standard contract; Medicaid Waiver Spending Authority contract*

P3A	<p>1. There are no consumers listed on the CIRTS APS exception report.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=3</i></p>
P3A	<p>2. A Memorandum of Agreement (MOA) is in place to coordinate the delivery of services to consumers referred by Protective Investigators to CCE Lead Agencies.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
P3A	<p>3. AAA staff are working with CCE Lead Agency and local DCF staff to reconcile APS data in CIRTS and the Florida Abuse Hotline Information System (FAHIS).</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=3</i></p>

**P3B. III. B. PRIORITIZATION:** Priority for service delivery is given to: a) individuals in nursing homes under Medicaid who could be transferred to the community; b) individuals in nursing homes whose Medicare coverage is exhausted and may be diverted to the community; c) individuals in nursing homes which are closing and can be discharged to the community; d) individuals whose mental or physical health condition has deteriorated to the degree self care is not possible, there is no capable caregiver and institutional placement will occur within 72 hours; and e) individuals who have been assessed and are pending enrollment in the Long Term Care Community Diversion Project. *Ref: Community Care for the Elderly standard contract; Alzheimer's Disease Initiative standard contract; Home Care for the Elderly standard contract; Local Services /Contracted Services Programs standard contract; Medicaid Waiver Spending Authority contract*

P3B	<p>1. CIRT reports verify that individuals in the priority categories are being served first.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=3</i></p>
P3B	<p>2. AAA staff are working with CCE Lead Agencies and local CARES staff to reconcile data on the imminent risk report.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=3</i></p>
P3B	<p>3. AAA has documentation of compliance with the Notice of Policy Clarification: Imminent Risk Referrals (Policy#: 102403-1-I-PE) memorandum.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**P3C. III. C. PRIORITIZATION:** The most frail individuals not prioritized in Standards IIIA or IIIB above, regardless of referral source, are receiving services to the extent funding is available. *Ref: Community Care for the Elderly standard contract; Alzheimer's Disease Initiative standard contract; Home Care for the Elderly standard contract; Local Services /Contracted Services Programs standard contract; Medicaid Waiver spending authority contract*

P3C	<p>1. CIRTS reports reflect that the most frail individuals (Priorities 4 and 5) are being served first.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]          Partially Achieves [ ]          Not Achieved [ ]          Not Applicable [ ]</p> <p><i>Performance measure          Weight=3</i></p>
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**P3E. III. E. TARGETING:** Specific objectives are in place for providing services to older individuals with greatest economic and social needs, including specific objectives for providing services to low-income minority individuals and older individuals in rural areas. *Ref: Older Americans Act Amendments*

P3E	<p>1. A targeting plan with specific targeting objectives is in place for OAA services, as documented in the area plan. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
P3E	<p>2. Outreach activities are being conducted to target OAA services to older individuals with greatest economic and social needs, low-income minority individuals and older individuals in rural areas. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Performance measure Weight=3</i></p>

**P3F. III. F. EMERGENCY HOME ENERGY ASSISTANCE PROGRAM FOR THE ELDERLY (EHEAP):** EHEAP is operated in accordance with the Department of Community Affairs LIHEAP Manual and the contract with the Department. *Ref. DOEA EHEAP Contract*

P3F	<p>1. A sample of applications reviewed using the EHEAP Case Review Sheet, DOEA Form 211, reveals no major errors. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
P3F	<p>2. Quarterly reports are submitted on time. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
P3F	<p>3. Memoranda of Agreements with area LIHEAP Recipients have been established. The Agreement will ensure coordination of services, avoid duplication of assistance, and increase the quality of services provided to elderly participants. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>

**P3F. III. F. EMERGENCY HOME ENERGY ASSISTANCE PROGRAM FOR THE ELDERLY (EHEAP):** EHEAP is operated in accordance with the Department of Community Affairs LIHEAP Manual and the contract with the Department. *Ref. DOEA EHEAP Contract*

P3F	<p>4. Procedures have been established (AAA or provider level) to ensure EHEAP funds are appropriately budgeted and expended to allow for energy assistance benefits in both the heating and cooling seasons. Procedures should include referral to other community agencies when funds budgeted for a particular time period are exhausted and if consumers are subsequently denied.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
P3F	<p>6. AAA and providers have documentation that they are bonded in accordance with Attachment I, Section IV. B.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**P3G. III. G. UTILIZATION OF RESOURCES:** The AAA has developed specific measures and procedures to assure effective management and utilization of available resources, including the use of volunteers and other resources prior to community-care-for-the-elderly funds. *Ref: Section 430.204 (2)&(3), F.S.*

P3G	<p>1. The AAA has documentation which indicates resources are used in accordance with the needs of the community reflected in the area plan. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Performance measure Weight=1</i></p>
P3G	<p>2. AAA and provider records reflect efforts to develop, promote and utilize non DOEA resources in the provision of services to clients. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Performance measure Weight=3</i></p>
P3G	<p>3. The AAA has documentation which indicates the care plan review protocol has been effectively implemented. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>

**P3H. III. H. NUTRITION SERVICES:** The AAA ensures the service of a Licensed or Registered Licensed Dietitian are utilized in planning and coordinating nutritional services, including the provision of meals. *Ref: Area Plan, Sections 468.504, 468.505, Florida Statutes*

P3H	1. The AAA has documentation to verify that the service of a Licensed or Registered and Licensed Dietitian are being employed in planning and coordinating nutritional services. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>
P3H	2. Menus are available for each nutrition provider and are approved, signed and dated by a Licensed or Registered Licensed Dietitian prior to use. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>
P3H	3. Documentation is available indicating that a computerized nutritional analysis of approved provider menus have been completed. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Performance measure</i> <i>Weight=3</i>
P3H	4. Menu substitutions are documented by the provider and are reviewed for appropriateness and frequency by the AAA. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>

**P3H. III. H. NUTRITION SERVICES:** The AAA ensures the service of a Licensed or Registered Licensed Dietitian are utilized in planning and coordinating nutritional services, including the provision of meals. *Ref: Area Plan, Sections 468.504, 468.505, Florida Statutes*

P3H	<p>5. All approved menus comply with the Dietary Reference Intakes (DRI) and Dietary Guidelines for Americans.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
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**P3I. III. I. NUTRITION SERVICES:** The AAA ensures each nutrition provider is in compliance with applicable state or local laws regarding safe and sanitary handling of food, equipment and supplies used in storing, preparing, service and delivering meals to program participants. *Ref: Section 468.504, Florida Statutes*

P3I	<p>1. There is documentation indicating each provider has been monitored or inspected for compliance with applicable sanitation and food safety requirements.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
P3I	<p>2. Provider meal preparation, serving, and delivery staff receive ongoing training and are under the supervision of an individual who insures staff compliance with techniques ensuring safe and sanitary handling of food during storage, preparation and delivery.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**P3J. III. J. NUTRITION SERVICES:** All potentially hazardous food shall be kept at safe temperatures, 41 degrees Fahrenheit or below and 140 degrees Fahrenheit or above. *Ref: Chapter 64E-11.004(2), Florida Administrative Code*

P3J	<p>1. AAA has monitored all nutrition providers for meal temperature compliance.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
P3J	<p>2. Measures have been implemented to correct temperature deficiency problems identified on home delivered meal routes and at congregate sites.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=3</i></p>



**P3K. III. K NUTRITION SERVICES:** Nutrition participants receive the required services of nutrition screening, nutrition education, and when appropriate, nutrition counseling. *Ref: Section 339 (2)(J), OAA, Chapter 58A-1.001, F.A.C., Chapter 64B-43.002, F.A.C.*

P3K	<p>1. Documentation indicates that clients with a nutrition screening score of 5.5 or higher are being referred to a Registered Dietitian for nutrition counseling and careplans exist for clients receiving nutrition counseling.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Performance measure  Weight=2</i></p>
P3K	<p>2. Documentation indicates nutrition education is provided at least semi-annually to home delivered and congregate meal participants by a dietitian or individual of comparable expertise, i.e., health educator, home economist.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**P3L. III L. NUTRITION SERVICES:** AAA assures that individuals receiving Title IIIC1 and IIIC2 services meet Administration on Aging eligibility requirements. . *Ref: Section 339 (2) (H)(I)*

P3L	<p>1. Documentation indicates that meal services are being provided to individuals 60 years old and older and their spouses if less than 60. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
P3L	<p>2. Documentation indicates that meal services are available to individuals with disabilities who are under 60 years of age and reside at home with and accompany older individuals or reside in a housing facility occupied primarily by older individuals at which congregate nutrition services are provided. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>
P3L	<p>3. Documentation indicates that meal services are available to individuals providing volunteer services at a congregate meal site during the meal hours. <i>Comments:</i></p>	<p>Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]</p> <p><i>Compliance measure Weight=1</i></p>

**P6A. VI. A. DATA MANAGEMENT:** AAA assures consumer files contain accurate and complete consumer data and is collected and maintained in CIRTS as required for all programs. *Ref: DOEA Master Agreement Contract, Sections I.O. and IV.H.*

P6A	<p>1. The AAA completes the one percent file reviews as a means to ensure accurate consumer information is contained in consumer files and in CIRTS.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
P6A	<p>2. The file review error rate is less than two percent for the PSA.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
P6A	<p>3. The AAA has providers correct incomplete, inaccurate, and inappropriate consumer data, identified during file reviews in a timely manner.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**P6B. VI. B. DATA MANAGEMENT:** AAA utilizes CIRT reports to assure accurate and complete consumer data is collected and maintained in CIRT as required for all programs. *Ref: DOEA Master Agreement Contract, Sections. I.O. and IV.H.*

P6B	<p>1. Documentation exists to indicate that the AAA utilizes CIRT verification and management reports.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
P6B	<p>2. CIRT exception reports are used to determine accuracy of data.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**P6C. VI. C. DATA MANAGEMENT:** Staff conducting consumer assessments have successfully completed assessment training.  
*Ref: DOEA Master Agreement Contract, I.O.4.*

P6C	<p>1. AAA staff conducts assessment and care plan training and attendees score at least 80% or higher on both the assessment and care plan test.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
P6C	<p>2. AAA staff confirm provider staff conducting consumer assessments have completed the training.  <i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>

**P6D. VI. D. SURPLUS/DEFICIT:** The AAA submits a consolidated report to the Department, as required by contract, when there is a projected surplus or deficit of 2% or more. *Ref: DOEA Medicaid Waiver Contract.*

P6D	<p>1. The consolidated surplus/deficit reports are sent on time to the Department and include explanations and a plan to address surplus/deficits.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>C measure  Weight=1</i></p>
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**P7A. VII. A. COMPLAINTS** Written policy and procedures outline the recipient will ensure through contractual provisions that sub-recipients have procedures for handling complaints from persons who have been denied, terminated or had services reduced. *Ref: DOEA Master Agreement (Section IV, C.1) and Attachment V.*

P7A	1. AAA involvement in the Grievance Process is outlined in policy and procedures in accordance with Master Agreement. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>
P7A	2. Contracts with services providers contain the required language as outlined in the Master Agreement. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>
P7A	3. Service provider grievance procedures comply with Attachment V of the DOEA Master Agreement. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>
P7A	4. A review of AAA consumer grievance records confirm compliance with the DOEA Master Agreement. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure Weight=1</i>

**P8. CLIENT CONTRIBUTIONS:** (Federal and State Programs) The AAA ensures service providers have policies and procedures in place to encourage voluntary contributions from OAA participants and are adhering to fee for service guidelines and requirements for applicable state general revenue programs. *Ref. Section 315 (b), OAA*

P8	<p>1. The AAA has documentation indicating OAA providers have policies and procedures governing voluntary contributions from program participants.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>
P8	<p>2. Fees are being assessed for applicable general revenue programs in accordance with the fee for service guidelines.</p> <p><i>Comments:</i></p>	<p>Achieves [ ]  Partially Achieves [ ]  Not Achieved [ ]  Not Applicable [ ]</p> <p><i>Compliance measure  Weight=1</i></p>



**P9. AREA PLAN** The AAA is operating in compliance with the approved contract and program modules of the area plan.

P9	1. The AAA's funding allocations and expenditures are in accordance with the activities and priorities identified in the area plan. <i>Comments:</i>	Achieves [ ] Partially Achieves [ ] Not Achieved [ ] Not Applicable [ ]  <i>Compliance measure</i> <i>Weight=1</i>
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