## OUTCOME PERFORMANCE MEASURES

The performance of the AAA in ensuring the provision of services described in program contracts shall be measured by area plan strategies for the following outcome measures:

- % of caregivers very likely to continue to provide care
- % of caregivers whose ability to provide care is maintained or improved after one year of service
- % of APS High-risk referrals that received services within 72-hours of DCF referral
- % of Imminent Risk referrals receiving service

Ref.: DOEA GR Program Contracts, Sec.II-2.7; Chapter 216.013 (f), (g) F.S., Chapter 430.04 (6) F.S., and AAA Area Plan P-VIII Objectives

## CLIENT SATISFACTION WITH SERVICES

The AAA shall establish procedures to assure quality of services delivered. The area plan is to include specific procedures that are to be used by service providers in evaluating quality of service. The AAA must determine the adequacy of and monitor service providers’ methodologies for determining client satisfaction.

Ref.: DOEA Programs & Services Handbook, Ch. 4, Sec. 2, 4-58, Sec. 3, 4-95; AAA area plan P.VIII, Obj. 16; OAA 306 (a)(6)(A) & 307 (a)(4)

## “Aging Out” individuals turning 60 – previously DCF clients

AAAs will develop written protocols for transitioning DCF “Aging Out” referrals into aging network programs. The AAA/Lead Agency case manager will ensure that a full assessment is performed identifying “Aging Out” clients as referrals from DCF CCDA/HCDA. Care plans are to be developed for each “Aging Out” client before services begin. When services are not currently available, the “Aging Out” individuals are prioritized for services only after APS and Imminent Risk clients.

Ref.: DCF/DOEA Interagency Agreement; DOEA GR Contracts; NOIs #081204 & #100208

## INTERNAL GUIDELINES

The PSA achieved the legislatively mandated output % rate for each performance measure based on DOEA CIRTS Outcome Measure reports provided by the Planning & Evaluation Unit (for the fiscal year prior to the review period).

Verify through outcome measure reports the AAA’s performance of legislatively mandated outcomes is within the goal ranges established by DOEA. Review documentation showing the AAA’s involvement with providers in tracking and improving outcome measure achievement rates.

Verify AAA has required procedures in area plan and in policy and procedures manuals. Observe AAA analysis and samples of client satisfaction surveys to verify they are following procedures and are being evaluated toward the improvement of services.

The AAA has developed written protocols for transitioning DCF identified “Aging Out” individuals into DOEA service programs according to the inter-agency agreement (DOEA/DCF). AAAs and their providers are conducting assessments and providing appropriate services to individuals identified on “Aging Out” lists sent to AAAs by NOI on a regular basis.

Review AAA protocols and “Aging Out” lists of clients and CIRTS reports to determine AAA compliance with the terms of the DOEA inter-agency agreement with DCF. Evaluate effectiveness of protocols through analysis of CIRTS assessment, enrollment and service data for a sample of these clients.
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<th>COMPLIANCE REQUIREMENT</th>
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| **TARGETING OF SERVICES (FEDERAL/OAA AND STATE/GR)**<br>The AAA will target service to elders most in need. OAA mandates that preference be given to providing services to older individuals with the greatest economic or social needs and individuals at risk of institutional placement, with particular attention to low income older individuals, including loc-income minorities, older individuals with limited English proficiency and older individuals residing in rural areas.<br>
*Ref.: Section 306(a)(4), Older Americans Act and amendments; DOEA Program & Services Handbook Chap. 4 Sec. 1; OAA contract and Area Plan Targeting Program Module.* | The AAA targets services to population areas identified in their area plan and carries out the activities outlined in their plan to ensure higher priority clients (APS, imminent risk, Aging Out, higher risk scores) and those in OAA required populations are receiving services prior to the general population of elder clients. The AAA is ensuring subcontractors are prioritizing targeted OAA populations and higher risk/high ranked clients for service delivery.<br>
*Ref.: Section 306(a)(4), Older Americans Act and amendments; DOEA Program & Services Handbook Chap. 4 Sec. 1; OAA contract and Area Plan Targeting Program Module.* | Interview AAA staff to determine what targeting activities and strategies from their area plan they are conducting to assure the most in need are being prioritized for OAA services. Review area plan, reports and documentation for verification that the AAA and their providers are targeting OAA services to the elders most in need. Review CIRTS data to determine that the majority of OAA services are delivered to elders in the categories of greatest need. CIRTS prioritization reports (+New) will be analyzed to determine compliance with required priority criteria and AAA area plan action steps and targeted outcome percentages. Interview AAA staff to determine if the AAA is utilizing CIRTS reports (prioritization, exceptions or other reports) to track and verify services were provided in priority order, and according to contract and legislated criteria. |
| The AAA will target service to elders most in need. Higher ranked/high-risk clients will receive services first and in greater percentages of lower ranks. The average time to start services (other than case management) for applicants assessed as priority levels 4 & 5 will be less than the average time for applicants as priority levels 1, 2, or 3. Area plan implementation strategies are logical action steps toward assuring services are provided according to priority requirements.<br>
*Ref.: AAA Area Plan P.VIII, Objective 15; DOEA GR Program Contracts, Section II.2; Chapters 430.205 (5), 400.126(12) F.S.; NOIs # | | |
| **TARGETING OF SERVICES (FEDERAL/OAA)**<br>The AAA will submit an annual targeting report to show how effective their targeting efforts were for providing services to the specific OAA target population groups.<br>
*Ref.: Section 306(a)(4), Older Americans Act and amendments; OAA contract and AAA Area Plan.* | The AAA submitted a targeting report on the extent to which Area Plan objectives were achieved and OAA services were provided to those greatest in need.<br>
*Ref.: Section 306(a)(4), Older Americans Act and amendments; OAA contract and AAA Area Plan.* | Review the AAA’s methods for targeting elders meeting the OAA target criteria and verify through the DOEA contract manager that this report was submitted and that objectives stated in the area plan were met. |
| **PRIORITIZATION OF SERVICES (STATE/GR)**<br>Priority for services is assigned to APS high-risk, imminent risk of nursing home placement and Aging Out referrals, in that order. After these, service priority for applicants shall be determined utilizing a DOEA client assessment form administered to each applicant. First priority will be given to applicants at the higher levels of frailty and risk of nursing home placement (based on the assessment score/rank), and those who are less able to pay for such services (ability to pay may be determined based on a self-declared statement of income/expenses by applicant).<br>
Service providers and the AAA are using DOEA client assessment ranks and CIRTS reports to ensure services are provided first to those clients in the high risk priority categories (APS, ImRisk and Aging Out), then with the highest priority rank, the highest risk of institutionalization and highest financial need, and as otherwise required in DOEA policies, GR program contracts and in Florida statutes.<br>
*Ref.: Section 306(a)(4), Older Americans Act and amendments; OAA contract and Area Plan.* | | Verify CIRTS reports and documentation reflecting APS high-risk referrals are served first, with other eligible and assessed clients served in the following order of priority: imminent risk, Aging Out, clients with assessed priority ranks of 5 or 4, then clients with priority ranks in descending order from 3 to 1, as funding allows. Review AAA procedures for determining prioritization of service delivery that includes |
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<td>Ref.: Chapter 430.205(5); 400.126(12) F.S.; DOEA GR Contracts, Sec. II, 2; AAA Area Plan P.VIII, Objective 15.</td>
<td>DOEA assessment ranks, and review AAA subcontractor monitoring reports to assure clients are prioritized for service delivery in accord with DOEA contractual provisions and policies.</td>
<td>The imminent risk referral form is used by the case management agency or provider to determine the client is at imminent risk of nursing home placement. The AAA and subcontractors prioritize clients at imminent risk of nursing home placement for receipt of services in the required order of priority and prioritize these clients second only to APS high-risk referrals.</td>
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<td><strong>IMMINENT RISK OF INSTITUTIONALIZATION</strong> Prompt and appropriate community-based services will be provided to elders who are at risk of nursing home placement / institutionalization. Community services will be provided as need to help elderly persons maintain independence and prevent, or delay, more costly institutional care.</td>
<td>Analyze CIRTS prioritization reports to determine PSA/provider compliance with required priority criteria as it relates to clients at imminent risk of nursing home placement.</td>
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<td>Ref.: AAA Area Plan P.VIII, Objective 6; Chapters 430.205 (5), 430.703 F.S.; DOEA GR Program Contracts, Section II - 2.1.2; DOEA NOI #102403, 011404; DOEA Memo &amp; E-Mail to AAAs 4/30/02 (H. Taylor);</td>
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