



9549 Koger Blvd, Suite 100, St. Petersburg, FL 33702 • 727-570-9696 • www.agingcarefl.org

March 15, 2021

Brian Hoben, Community Services Director
Pasco County Community Services
8620 Galen Wilson Blvd.
Port Richey, FL 34668

Dear Mr. Hoben,

Enclosed is the Annual Programmatic Monitoring report for the Emergency Home Energy Assistance for the Elderly Program (EHEAP).

The purpose of monitoring is to perform a programmatic review of operations and to verify that corrective actions resulting from previous monitoring reviews have been implemented. The monitoring objective is to ensure programs, policies and practices comply with state and federal rules and meet standards of good governance and practices.

The 2021 monitoring produced no findings and no recommendations. The cooperation of your staff timely submitting electronic documents during the desk review and monitoring process was appreciated.

Sincerely,

DocuSigned by:

Ann Marie Winter

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Ann Marie Winter
Executive Director

Enclosure

cc:

Danielle Bierman, Human Services Manager (*via email only*)
Priscilla Lugo Case Management Coordinator (*via email only*)



Area Agency on Aging
of Pasco - Pinellas, Inc.

Area Agency on Aging of Pasco-Pinellas, Inc.
2021 OLDER AMERICANS ACT MONITORING CHECKLIST

PROVIDER: Pasco County EHEAP

DATE(S) OF VISIT: Site visit waived due to COVID – 19

PARTICIPANT(S): Danielle Bierman, Human Services Manager
Priscilla Lugo, Case Management Coordinator

MONITOR(S): Don Hill, OAA Program Manager

FUNDING PERIOD: 2020-2021 Program Year

SITES VISITED: Monitoring completed via desk review

REPORT SUMMARY

(This section provides an overview of minor recommendations, significant, findings and positive/noteworthy activities recognized during the monitoring period. Details are outlined in the Contract Compliance and Service Delivery section of the report).

I. Recommendations for Improvement

(Recommendations require a written response from the provider)

- There were no recommendations for improvement

II. Findings/Corrective Action

(Findings result in a formal corrective action plan)

- There were no findings and no corrective action is necessary.

CONTRACT COMPLIANCE AND SERVICE DELIVERY

Each standard will note at least one of the following:

- *Achieved*
- *Partially Achieved*
- *Not Achieved*
- *Not Applicable*
- *Follow-Up Required*

Standard #1 – Previous Programmatic Monitoring

All issues from the previous programmatic monitoring have been resolved within an established and reasonable timeframe.

Response: There are no previous issues from prior monitoring year.

Standard #2 – Signage

- A. *The Provider maintains posters at the EHEAP intake offices stating their non-discrimination policy that no person is excluded on the grounds of race, color, nation origin, sex or age.*
- B. *A policy that ensures no consumer fees charged or donations accepted from a consumer in order to receive EHEAP benefits, and has a written notice stating ““No money, cash, or checks, will be requested or received from customers in an EHEAP office. If an employee asks for money, report this to the agency Executive Director or Department Head”, posted in a conspicuous place at all points where EHEAP applications are received.*
- C. *Appeal provisions are posted in a prominent place within the office where applications are taken.*

Response: A site visit was not completed this year due to COVID-19.

Standard #3 – Policies and Procedures

- A. *Adequate procedures for referral or access assistance to the “Lifeline Program” for elders who are on oxygen support and must have power.*
- B. *Written policies and procedures which detail allowable timeframes for applicants to submit required documentation, is missing at the time of application, before an application for services will be denied.*
- C. *Written policies that defines the criteria and required verification to determine if a household has a “home energy crisis” and is eligible for crisis assistance.*

- D. *Policies and procedures concerning the use of funds for the purchase or repair of heating or cooling equipment that addresses under what conditions an applicant is eligible and what constitutes a crisis related to lack of heating and cooling.*

Response: Review of Policies and Procedures has been waived due to Covid-19

Standard #4 – Coordination with LIHEAP& WAP

Provider coordinates with Department of Economic Opportunity (DEO) LIHEAP and Weatherization Programs:

- A. *MOU's with both LIHEAP and WAP are on file and reviewed and renewed every 5 years.*
- *Refer to the most current EHEAP Technical Assistance Guide, specifically 'Program Partners and Stakeholders Coordination' for appropriate language.*

Response: Achieved

- A. The provider coordinates with Department of Economic Opportunity LIHEAP and Weatherization Programs. MOU's were reviewed and are appropriate and up-to-date.

Standard #5 – Staff Training

Provider staff has received training pertinent to the performance of required functions:

- A. *Utilizing the DOEA 114 Application form.*
- B. *DOEA standards for specific service training as outlined in the most current Technical Assistance Documents and/or Notice of Instructions.*
- C. *Mandatory reporting of suspected abuse, neglect, self-neglect, and exploitation of the elderly training has been conducted, and include the number of reports that have been made YTD.*

Response: Achieved

- A. The provider is using the appropriate application form. File reviews demonstrate that Pasco staff use this form correctly.
- B. DOEA compliant sufficient training was completed as demonstrated with an agenda of a staff training event held on December 4, 2020, which included EHEAP technical updates and CARES ACT funding discussion.
- C. Training on the mandatory reporting of suspected abuse, neglect, self-neglect and exploitation was conducted virtually via Zoom on August 26, 2020. No reports have been made during this monitoring timeframe to date.

Standard #6 – Home Energy Vendors

Contracts with home energy vendors are on file:

- A. *Payments are made directly to fuel providers on behalf of eligible consumers.*
- B. *Vendor agreements with home energy suppliers meet contract requirements and are reviewed every five years.*
- C. *EHEAP Providers who provide benefits payments made to vendors for energy related costs, such as blankets, fans, heaters, or air conditioners, comply with the vendor's purchase agreement requirement (these do not require a "Vendor Agreement").*

Response: Achieved

- A. Payments are made directly to providers in accordance with Pasco's policies.
- B. Reviewed with no concerns noted. Provider has current Vendor agreements on file. Agreements were last reviewed and updated in 2019.
- C. Provider complies with payments related to vendors for energy related costs, such as blankets, fans, heaters, or air conditioners. This is in accordance with the EHEAP Voucher Procedure.

Standard #7 – Case Record Compliance

A sample of completed applications reviewed with the EHEAP Client File Content Checklist indicates:

- A. *Eligibility is correctly determined, based upon an Application for Emergency Home Energy Assistance for the Elderly Program, DOEA Form 114.*
- B. *Application information is entered in CIRTS.*
- C. *Applications are taken when there is a signed contract and adequate funding.*
- D. *All program requirements listed on DOEA Form 211, are met.*
- E. *Client files are labeled with the applicant's name (last, first, middle), application date, and benefit season.*
- F. *Home visits are made by the provider, if necessary.*

Response: Achieved

- A. A total of eight (8) client files were reviewed for this monitoring period. Four (4) were reviewed for the heating season and four (4) were reviewed for the cooling season. All files contained appropriate documentation and no concerns were noted.
- B. All applications are entered into the CIRTS database by AAAPP Program staff.
- C. All applications were accepted and services provided while a signed contract is in place and adequate funding is available.
- D. All requirements listed on DOEA Form 211 are met.
- E. Client files are appropriately labeled.

- F. Home visits have been put on hold by provider during Covid-19

Standard #8 – Grievances and Appeals

Appeal process is in place:

- A. The Notice of Approval/Denial form is provided on letterhead (with provider contact information), indicates what EHEAP benefit is furnished or reason for denial, and is signed and dated by the intake worker.
- B. The provider has written appeal procedures in place that provide an opportunity for a fair administrative hearing to individual's whose applications for assistance are denied.

Response: Achieved

- A. File reviews demonstrated that a Notice of Approval/Denial that indicates what EHEAP benefit is furnished or a reason for denial is provided to each client. The form is signed and dated by the intake worker.
- B. The written appeal procedure was reviewed and is appropriate.

Standard #9 – Budgetary Compliance

Provider has adequate procedures to ensure EHEAP funds are budgeted for assistance in both the heating and cooling season:

- A. Policies and procedures denoting the allocation of funds per season.
- B. When EHEAP funds are not available or insufficient, the Provider assists in securing other community resources.
- C. The Provider has expended or is on track to expend all EHEAP budgets for the fiscal year observed.

Response: Achieved

- A. Due to Covid-19 a review of budgetary policies and procedures was waived.
- B. When funds are not available, the provider is able to refer individuals to other community partners that may be able to assist.
- C. Provider has a policy of spending 40% in heating and 60% in cooling. Provider has planned for usage of CARES ACT spending and EHEAP budgets for the fiscal year observed. Provider will continue to communicate with the AAAPP through the monthly surplus/deficit monitoring process, should they encounter any barriers.

Standard #10 – Outreach and Reporting

The Provider undertakes Outreach Initiatives to advertise the program to consumers and ensure utilization of funds:

- A. *The Provider maintains policies and procedures that encourage households to seek assistance prior to incurring non-energy penalties such as disconnect/reconnect fees, additional deposits, interest, or late payments.*
- B. *Outreaches organizations that serve elderly consumers and especially those that serve seniors who meet EHEAP eligibility standards.*
- C. *Completes an Outreach Plan Survey, due within 20 days of the contract execution date, to delineate all activities and efforts for the new program year, and to develop and share outreach ideas and strategies.*

Response: Achieved

- A. Provider maintains policies and procedures that encourage households to seek prior assistance to incurring non-energy penalties.
- B. Review of outreach policies and procedures was waived but provider performs outreach to organizations that serve elderly consumers and demonstrates that the provider targets organizations that serve seniors who meet eligibility standards.
- C. Provider's Outreach Plan Survey is on file with the AAAPP and is completed timely. The Outreach Plan Survey denotes all outreach efforts performed during the fiscal year.

Standard #11 – Regulatory Compliance

EHEAP Provider is in Regulatory Compliance:

- A. *Policies and procedures regarding Florida Statute 119.071 (5) requiring any agency that collects social security numbers to provide a written explanation to the individual the reason for its collection.*
- B. *Practices measures to ensure client confidentiality.*
- C. *The Provider has adequate procedures for computer system backup and recovery.*
- D. *Policies that address serving family members and employees.*

Response: Waived due to Covid-19

- A. Review of policies and procedures that provider is compliant with Florida Statute 119.071(5) has been waived due to Covid-19.
- B. Review of policies and procedures on client confidentiality has been waived due to Covid-19.
- C. Review of a policy/procedure for computer system backup and recovery has been waived due to Covid-19
- D. Review of a policy/procedure that addresses serving family members and employees has been waived due to Covid-19.

Signatures:

Don Hill

3/15/21

Program Manager

Date