

THE FLORIDA DEPARTMENT OF ELDER AFFAIRS

**Area Agency on Aging of
Pasco - Pinellas, Inc.
2022 MONITORING REPORT**

**DIVISION OF FINANCIAL AND SUPPORT SERVICES
MONITORING AND QUALITY ASSURANCE UNIT**

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EXECUTIVE SUMMARY

The Department of Elder Affairs (DOEA) conducted a programmatic and fiscal monitoring review of the Area Agency on Aging of Pasco - Pinellas, Inc. (AAAPP), on November 16 – 17, 2022. DOEA's monitoring was conducted in accordance with common procedures used to monitor federal and state programs, contracts, and subawards. Governing authorities used for the review included Office of Management and Budget (OMB) Circulars, the Code of Federal Regulations (CFR), and other applicable federal and state guidelines. Pursuant to Section 430.0401, Florida Statutes (F.S.), DOEA must submit to the Governor and Legislature an annual report that describes the result of its monitoring activities of the Area Agencies on Aging (AAAs).

AAAPP's Board of Directors (Board) governs the agency and oversees its operations and administration of programs. The agency's programs are both publicly and privately funded and provide an array of supportive services to elder residents in its Planning and Service Area (PSA). AAAPP serves the 2-county region of Pasco and Pinellas counties, designated as PSA 5. (see Appendix, page A-6 for a statewide map of PSAs).

Each year, DOEA staff performs an independent review and test of agency information and evidence. As a result of this year's review, staff did not note any findings. AAAPP has not had a finding in 14 consecutive years, a notable achievement.

Overall, DOEA's monitoring activities revealed that AAAPP is compliant with most requirements related to the agency's role as a major subrecipient of federal and state funds. Accordingly, DOEA recommends that AAAPP ensure continued high-quality services to Florida's elders.

INTRODUCTION

Monitoring Scope, Objectives, and Methodology

DOEA's monitoring and review of programmatic, fiscal, and operational activities of AAAPP covered the period from January 1, 2021, through December 31, 2021. Staff reviewed client files randomly selected from the Emergency Home Energy Assistance for the Elderly Program (EHEAP), General Revenue (GR) programs, Imminent Risk referrals, and Adult Protective Services (APS) referrals from January 1, 2021, through the beginning date of the fieldwork. Due to the database transition to eCIRTS the Client Data Accuracy information is for the period of January 1, 2021, through December 7, 2021. This monitoring visit also included follow-up testing of prior year deficiencies to verify that effective corrective action was taken.

DOEA's monitoring objectives for the onsite review were to determine whether AAAPP did the following: 1) complied with its contracts and state and federal regulations [refer to Appendix, pages A-5 and A-6], 2) adhered to standards of good practice within the industry, and 3) produced outcomes consistent with DOEA's statutory mission and focus.

DOEA's monitoring and review of AAAPP's programs for this reporting period included inquiries of staff, observation of practices, client visits, and an examination of selected records, satisfaction surveys, service providers' documentation, and client case files. The review also focused on several interrelated areas that form the basis for effective internal control systems. The interrelated areas included governance systems, service delivery, subcontractor oversight, resource use, due process/grievance procedures, and data integrity. Additionally, staff examined AAAPP's independent auditor's report and accompanying management letter for compliance with 215.97 F.S., the Florida Single Audit Act, and 2 CFR Part 200, Audits of States, Local Governments, and Non-Profit Organizations.

AAAPP's performance of selected, legislatively mandated outcome measures is reflected for this period. DOEA is accountable for outcome measures at the state level (refer to Appendix, page A-1).

Planning and Service Area Profile

AAAPP's service system includes private and public sector agencies that provide various options to help elders remain independent and in their homes.

A demographic snapshot of PSA 5's population composition and AAAPP's programs under contract with DOEA for serving elders in the region follows:

Population Composition:

<u>Population</u>	<u>Total</u>	<u>Percent of Total</u>
All Ages	1,526,692	100.0 %
Age 60 and Older	499,794	33 %

Annualized Contract Allocations by Major Programs*:

Older Americans Act (OAA)	\$ 26,101,399.78
Other Federal Programs	\$ 2,723,076.91
Statewide Community-Based Programs	\$ 11,954,376.00
Other State Programs	\$ 1,151,571.00
Medicaid Waiver Programs	\$ 1,330,997.23
Total Funding	\$ 43,261,420.92

**For comparative purposes, programs reflect twelve (12) months of activities; however, contract periods may differ.*

OAA-funded programs

- Title IIIB (Supportive Services)
- Title III-C1 and III-C2 (Congregate and Home-Delivered Meals)
- Title IIID (Health Promotion)
- Title IIIE (National Family Caregiver Support)
- Title VII (Elder Abuse Prevention)

State-funded programs

- Alzheimer's Disease Initiative (ADI)
- Community Care for the Elderly (CCE)
- Home Care for the Elderly (HCE)
- Local Services Program (LSP)

Other federally funded programs

- Nutrition Services Incentive Program (NSIP)
- Emergency Home Energy Assistance for the Elderly Program (EHEAP)
- Serving Health Insurance Needs of Elders (SHINE)
- Medicare Improvements for Patients and Providers Act (MIPPA)

Joint federal- and state-funded programs

- Aging and Disability Resource Center (ADRC)

COMPILATION OF FINDINGS

There were no findings to be reported as the result of this year's monitoring activities.

SUGGESTIONS FOR IMPROVEMENT

During the visit, DOEA staff identified opportunities for strengthening AAAPP's procedures and processes as outlined below. These suggestions will not be included in DOEA's report to the Governor and Legislature. The suggestions in Section A are a result of instances of noncompliance that are not significant enough to become findings this year but may indicate weaknesses that could become findings if not corrected. The suggestions in Section B are based on best practice observations that may improve internal controls and operations and are unrelated to compliance, therefore having no potential to become findings.

- A. The following suggestions are the result of minor noncompliance issues noted during the review that have the potential to become findings if not corrected, and require a written response:
 1. DOEA suggests AAAPP ensure virtual attendance rosters for Elder Abuse Prevention professional training activities are retained to document who has attended training and for monitoring purposes.
 2. DOEA suggests AAAPP ensure legal assistance providers complete all steps in the Level II background screening process to confirm verification of employment history on the Eligibility Statement, sign and date the Attestation of Compliance Candidate form after screening and use current DOEA Level II background screening forms.
 3. DOEA suggests AAAPP increase its efforts to recruit and develop a larger SHINE volunteer workforce throughout the PSA by developing a plan for local volunteer recruitment utilizing print, broadcast, and social media; soliciting recruits at SHINE educational, annual open enrollment and community events, and during one-to-one counseling; distributing volunteer recruitment materials at exhibits, festivals, health fairs, and other forums or public places; and maintaining documentation for monitoring purposes.
 4. DOEA suggests AAAPP ensure that refresher-training sessions for case managers are conducted on a variety of topics that include the following: accurate and appropriate case file documentation, ensuring the annual assessments are performed timely, and documentation of follow-up within two weeks or new or increased services to determine satisfaction.
 5. DOEA suggests AAAPP ensure providers complaint logs document the reporting of abuse, neglect, or exploitation to the Florida Abuse Hotline when the complaint alleges the suspicion or knowledge of abuse, neglect or exploitation.
- B. The following suggestions are provided as observations to strengthen or improve operations:
 1. No suggestions.

PSA HIGHLIGHTS

Alzheimer's Disease Initiative (ADI)

Gulf Coast Jewish Family & Community Services, Inc. (Lead Agency)

The client was enrolled in the ADI program and the spouse/caregiver began attending the support group. The caregiver said he did not think he was going to make it before client started receiving ADI services. He reported the stress of caring for his wife was taking him down. The first time he attended the support group, he said he "couldn't imagine how much it helped him to be able to talk to people who understood what he was experiencing."

The spouse said he knew nothing about Alzheimer's disease and the group helped him understand so much including tips on how to handle her behavior and deal with the emotional toll the behavior takes on him. The spouse said the support group is necessary for his survival and he will not miss attending. It is a priority, he states, because understanding why she is doing the things she does and knowing he is not alone, has really helped.

Community Aging and Retirement Services, Inc. (Lead Agency)

A long-term 93-year-old ADI client was having difficulty entering and exiting her bath area due to unsteady gait and confusion. The case manager (CM) and family had tried different options and devices with little success in improving the situation. CM contacted various providers to go to the client's home and submit estimates to re-model the bath area, so the client could safely use her bathroom. OTO was approved and work was completed to client's satisfaction. CM received a call from client's family to thank all involved for making the client's life so much better. Client's daughter could not give enough praise to the home improvement company and their staff for how fast and well they worked on the project; daughter was also very appreciative for the ADI program funds that allowed for this 'blessing' for their mom.

Home Care for the Elderly (HCE)

Gulf Coast Jewish Family & Community Services, Inc. (Lead Agency)

Client O.L. suffers from a memory disorder and her cognition continues to decline. Caregiver is her daughter, who reports that she had to quit her job to care for client full time because she cannot be left alone. Without the subsidy payment, caregiver would be unable to provide full-time care to client as she would have to work more to supplement the income. Caregiver reports thanks and gratitude for the HCE program's subsidy payments, as well as the resources provided by the case manager for assistance in the community including suggestion for caregiver counseling and mentioning of Hospice resources outside of end-of-life services.

Community Care for the Elderly (CCE)

Gulf Coast Jewish Family & Community Services, Inc. (Lead Agency)

Before enrollment in the CCE program, client lived alone and had no help in her life. Client is now receiving homemaking and personal care along with incontinence supplies and emergency alert unit. Client was not able to attend all her medical appointments and function safely daily. With services in place and assistance from her home health aide, client feels confident she can accomplish her daily tasks successfully, including being able to attend all her medical appointments, maintain personal hygiene, and live in a clean and safe environment.

Community Aging and Retirement Services, Inc. (Lead Agency)

Client came into CCE program through an APS referral in fall 2020. Client was able to receive much needed crisis resolving services of CHO, as well as help with homemaking, personal care, meals, and pest control. Client lives alone on a very limited income in a small trailer, and he does not have any friends or family to rely on for support.

Client has been suffering from breathing problems and was not able to replace a broken A/C unit for his home. The case manager was able to secure funds from CARES donations to purchase an A/C unit and have CHO services install the unit in client's home. During the winter months, CARES assisted client who purchased a portable heater through the EHEAP program. The client was extremely thankful for all the assistance he has received. Client continues to remain home safely and independently with the help of CCE services.

Local Service Programs (LSP)

Counseling Services – Gulf Coast Jewish Family & Community Services, Inc.

A testimonial from client: "When my husband was terminally ill and his health declined precipitously, I began to experience panic attacks and anxiety. His body was wrecked with infection, and he was unable to control his verbal attacks to me. The compassion and counseling from GCJFS gave me tools to deal with these feelings and any anger or past negative experiences. I was able to address my loss and focus on the positive, and I am ultimately in control as to how I respond to events. Instead of relying on meds, I have been introduced to other methods to address my anxiety and isolation. I now see a new and different life that can be loving and meaningful.

Legal Services – Bay Area Legal Services, Inc.

Bay Area Legal Services assisted an over-60-year-old Pasco County resident with obtaining a dismissal of an eviction lawsuit that was filed against her by her brother. Client's disability check was her sole source of income. Prior to filing an action to evict the client, her brother arranged to have her Baker Act and client feared that a guardianship proceeding would be filed against her. Once the client was out of the house due to being Baker Acted, her brother changed the locks to the home preventing her from gaining access to the home or to any of her possessions that had remained in the home. With the dismissal of the lawsuit, our client was legally entitled to return to the home and regain access to her belongings. She was referred to the Florida Bar Lawyer Referral Program for her claim of damages against her brother, which would allow her to receive an award of attorney fees if she prevailed in the lawsuit.

Homemaking – Gulf Coast Jewish Family Community Services, Inc.

A client suffers from diabetes, high cholesterol, HBP, arthritis, back problems, stent in her heart, emphysema, anemia, and a history of major depression. The client reported she doesn't know what she would do without her homemaker, who is very caring and encouraging when the client suffers from her frequent depression episodes. Client is unable to stand or bend due to back issues and is unable to keep her apartment clean. She lives in subsidized housing and feels she probably wouldn't be allowed to stay in her apartment if she didn't have the Homemaking to keep it clean and tidy. Client feels that her Homemaking is a "wonderful part of my life, the aide cleans, shops, runs errands, and is a good companion to me." Client is very grateful and appreciative of her Homemaking services.

CHORE – Pinellas Opportunity Council, Inc. (POC)

In February 2021, POC served a 66-year-old gentleman who lives alone. He has a one-bedroom, one-bath unit, that is under 500 square feet. However, the place required an extended amount of time to be cleaned. The client is an amputee and had not been able to maintain his home. He has no assistance with his IADLs, except a friend who helps him shop. He has many assistive devices to help him with toileting, bathing, and transportation. The team spent 43 hours removing debris and cleaning the home, bringing the apartment into a livable condition. While serving the client, the team noticed that he had no means of getting around. He had a scooter, but it had been broken and was unrepairable. The Chore Services Program had a Pride three-wheel power scooter that had been donated, but it needed batteries. POC gave the device to the client and contacted Jody Armstrong, with Disability

Achievement Center (DAC), for assistance with batteries. Within days, the scooter was repaired by DAC and client has been seen riding his "new" scooter around Gulfport.

Older Americans Act Title IIIB

Adult Day Care – Community Aging and Retirement Services (CARES)

Client is a 103-year-old senior who attends the Crescent Center five days per week and has done so since October 2017. She is from Staten Island, New York, and is a retired nurse. Client is very witty and has a wonderful sense of humor. She enjoys socializing and has made many friends. She participates in all activities offered and does not let the fact she uses a wheelchair slow her down. She is very competitive and excels in challenging physical games, such as horseshoe, shuffleboard, and rocket toss. She willingly shares and contributes information to stories, trivia, and mental games. Bingo, playing cards, and creating arts and crafts projects are other favorite activities she enjoys. Client lives at home with her son. He is her sole caregiver and able to maintain her care at home because of the respite support he receives from Crescent Center ADC.

Chore – Pinellas Opportunity Council, Inc. (POC)

A 63-year-old senior under the care of hospice was referred to POC by the Senior Helpline. His home needed a good cleaning. The client was below 30 percent AMI, and had many old-age infirmities, including a stroke, which had caused him some cognitive issues. His brother, who lives out of town, takes care of all his finances, but he has no one else locally to help him. While in the home, completing his assessment, Steve Bell, with POC Chore, learned that the client had not had air conditioning in over six years. The client says he only receives one meal a week from Meals on Wheels and that he had no food stamps. POC staff spoke to Neighborly Care Network, and determined that he was not receiving MOW, so a referral was made. The staff submitted his name to Feeding America, who contacted him to assist with applying for food stamps. POC contacted Julie Lizak and Amber Bridges with the POC EHEAP program to resolve the air conditioning issue. The client was a little skeptical, as he could not believe that there was a program that would help him, and it would not cost him anything. Metro Air went out and was able to repair the a/c unit the same day. The client was so appreciative that he called Metro Air, with tears in his eyes, thanking them for all that they did. The unit was old, but is now blowing cold air, and the client can sleep well, finally, after so many years.

Homemaking – Gulf Coast Jewish Family & Community Services, Inc. (GCJFCS)

An 81-year-old male, who is a Title III B Homemaking client, has benefited from the services he has received from the program. He feels having a homemaker has greatly enhanced his quality of life. This client's health conditions include right side impairment due to a stroke he suffered, arthritis, high blood pressure, and history of cancer, which has affected his ability to speak loudly and clearly. His voice sounds very quiet and hoarse, and he often struggles to speak plainly. Client is still having difficulty completing all his Instrumental Activities of Daily Living.

In the beginning, the homemaker did a little cleaning for the client, but he mainly wanted assistance with meal prep and grocery shopping. Client could clean slowly and per client "it takes hours to clean" the home as client was unable to stand for long periods of time. At one time, the homemaker had been making meals for the client for the week. During COVID-19 quarantine, the client has had shopping services only as he has isolated during the pandemic. Client has stated many times that he is dependent on the homemaker for grocery shopping. Client gets one meal per day from MOW but needs the homemaker to shop for him. His homemaker also runs errands and sometimes assists with bill pay.

Client stated that he is very lonely and has no family nearby. He has very few friends, and it is difficult for him to get out to visit with them. Client does not drive but has an adult trike that he rides in the mobile home park and to nearby stores, but since his home is on a major road, it is very dangerous to ride a trike in his area. The interaction with the homemaker is important for the client's social needs.

Client always seems to enjoy his annual assessments, and often remarks how much he enjoys talking to the Homemaker Assessment Specialist. Some of the positive comments he has made about his homemaker and the services he receives are "grateful for the services," "important to me," "make my life worthwhile," "homemaker lifts my spirits," and "Thanks for all you do." He had written a long note to a homemaker with instructions, and signed it "with warm feeling and gratefulness. I appreciate all you do for me."

Counseling Services – Gulf Coast Jewish Family & Community Services, Inc.

The counselor started seeing client after he lost his spouse. Client was undergoing radiation treatments for cancer and felt forced to move in with his son and family. Counselor worked with client to help him articulate his feelings of loss, acknowledge fear of the future and practiced helping the client embrace his needs. Client reported being able to have the difficult conversations about his experience of "being parented" (having described feeling as if he had no rights or say as to his life choices). With the help of the counselor, client was able to be transparent with his family, and while they were surprised to learn his feelings, began to include him in family meetings and treat him as an adult with rights to have a social life. Client expressed gratitude for the steps he had taken with the help of the Counseling program.

Legal Services – Gulfcoast Legal Services

A client came to GLS with an eviction notice in March of 2020. At 87, she had limited mobility and was struggling to keep up with her bills. After discussing the eviction with the attorney, William, she decided it would be best to move into a smaller place with her adult daughter to help care for her. They just needed more time to find an appropriate place. A few weeks later, COVID-19 hit and Florida went into lockdown, making their search even more difficult. William reached out to the opposing landlord for additional time. The landlord was furious and made it clear he did not care about risk of infection and how that might impact the client, who was in the highest risk category for serious complications from COVID. "We are in the midst of a life and death crisis," William wrote to the landlord's attorney. "It is important that we put the health and safety of the at-risk population first."

The client was granted more time, but the landlord's attorney continued to make life harder for her in other ways. After two years of requesting roach and termite extermination, the landlord finally decided to schedule an exterminator to visit during early April. Little was known about COVID then and the client was terrified of having a stranger in her home. Again, William worked with the landlord's attorney to ensure the exterminator waited until after the client had moved out, to make her feel safer and protect her health. Eventually, the landlord's attorney was removed from the case. The client and her daughter finally found a new place. They are both in good health and thankful to GLS for advocating for the client during a very uncertain time.

Transportation – Neighborly Care Network (NCN)

Unfortunately, due to the COVID-19 virus, NCN had to close the Adult Day Centers and the Senior Dining sites through mid-2021. NCN shifted its focus on delivering meals to clients that were previously transported to senior dining sites. NCN was able to deliver thousands of meals every week, ensuring our seniors still received at least one nutritious and balanced meal each day. Working with NCN's Nutrition program, the Transportation Department was also able to pick up and deliver meals prepared by local restaurants. This not only added variety to the meals NCN could offer, but also helped support businesses in the local community. NCN's mission continues to focus on

improving health, wellness, and independent living for individuals and families, and the organization looks forward to returning to more normal operations as soon as possible.

Older Americans Act Title IIIC

Nutrition C1 Drive Thru – Neighborly Care Network

Despite being closed for most of 2020 because of the pandemic, NCN served 1,281 clients through the drive-thru meal program. Clients could drive by NCN's centers weekly to receive essential meals, food pantry bags, and wellness checks. NCN also partnered with the St. Pete Free Clinic, Daystar, and G.A. Foods to provide a monthly bag of staple foods to clients and surrounding community as they sheltered in place. G.A. Foods donated "Farm to Table" boxes that had fresh milk, cheese, chicken, and produce.

Nutrition – Home Delivered Meals – Pasco County Senior Services

During the Month of December, Internal Services Branch partnered with Senior Services to Adopt a Home Delivered Meals Route. Internal Service Branch was able to gather their team and collect gift bag donations for 48 Seniors in Pasco County. The gifts included soap, detergent, toilet paper, paper towels, blankets, toiletries, and sweet treats for enjoyment. "2020 has been a difficult year and to see the enjoyment on the seniors' faces when we give them a gift is priceless," said Senior Center Coordinator Jennifer Payne. "It is great to see the community still actively helps seniors when they cannot be with their loved ones."

Nutrition – Partnership with other organizations

In early December 2020, Pasco County Veteran Services Manager, Dameian Barnes, connected with Senior Services to partner on a project to provide five senior veterans with a holiday food box and a chance to share their military experiences. The holiday box included a whole turkey, vegetables, bread, cranberry sauce, and could go a long way to help offset the cost of a holiday meal for a senior veteran on a fixed income. Five seniors were selected, and Dameian met with each to spend some quality time getting to know them and learning about their experiences and accomplishments. The food boxes were greatly appreciated, and the event made the veterans feel special for the chance to share their stories.

Older Americans Act Title IIID

Community Aging and Retirement Services – CARES

A client who took the Matter of Balance class for the very first time expressed her satisfaction this way: "After the very first few classes, I realized how many dangerous rugs I have in my home. I removed them. I followed the booklet exercises even on the weekends and I have improved my balance, I feel steadier on my feet, even to the point of getting in and out of the tub/shower and car. I feel much safer in the shower than I did before, and I am aware of obstacles I never realized before. I also no longer wear stockings in the house, only sneakers. My shoulders are straighter, my posture is better, I feel more energized, and I feel that my legs are most certainly stronger. I appreciate the opportunity to take this class and only wish it was longer.

Older Americans Act Title III National Family Caregiver Support Program – NFCSP

Area Agency on Aging for Pasco – Pinellas, Inc.

One of our caregiving families experienced a medical issue where surgery was needed to get their own health in a better situation. Respite services were necessary and imperative so the caregiver could recuperate following surgery and feel comfort that someone was taking care of their loved one. This was in addition to the caregiver's family coming into town to help but only for a short time. The Caregiver was ecstatic that he did not have to place his wife in institutional care while he recuperated from surgery, and this allowed his wife to remain at home in a situation she was familiar with.

Older Americans Act Title III EG

Bay Area Legal Services (Legal Provider)

Bay Area Legal Services assisted a grandparent caregiver over age 55 in negotiating with a landlord for additional time to remain in the rented house after the client was served with an eviction lawsuit. Following the landlord's refusal to negotiate an extension, Bay Area Legal Services provided legal advice to the client to aid her in filing a response to the eviction complaint to assert her defenses to the lawsuit. Since the client planned to move but had been unable to find alternate housing due to the current housing shortage in Pasco, her ability to have her defenses heard provided her with much needed time to relocate to other housing even if the judge ultimately ruled against her in the eviction action. Bay Area Legal Services also gave the client a referral to community resources to get help her find other housing.

Emergency Home Energy Assistance for the Elderly Program (EHEAP) – Pinellas Opportunity Council

A client, Ms. M., a disabled 61-year-old, receiving a limited disability check each month. She lives by herself and has no family or friends for support. Ms. M. contracted COVID-19 and was sick for about two months. During this time, she overextended her credit cards paying for medical care, masks, cleaning supplies, and other COVID-19 related supplies. Ms. M. budgets her money down to the penny and never has money left over for food. She visits food pantries weekly to get what she needs. On top of all the added stress of COVID-19, Ms. M's air conditioning unit died out of nowhere, and in her fragile state, she could not live in the Florida heat without air conditioning. She had no way of coming up with money to repair it. After calling the senior helpline, she was referred to POC for assistance. POC arranged for a local a/c repair company to assess the situation and found her a/c unit to be repairable. The a/c company repaired her air conditioner and POC was able to pay the full balance to fix it. Ms. M. is now able to breathe freely in a safe, cool environment.

Senior Community Health Program – Unconnected – AAAPP – Aging and Disability Resource Center

Uniper installed a box for a 70-year-old client of Pinellas County who has been using the virtual senior center daily. She said that it is "wonderful" and that she can "travel the world" and visit with people in other countries on it. She said that it has been therapeutic, lifted her spirits, and "helped my mind a lot." She said she likes the yoga groups and "you can do whatever you want" – exercise, meditation, relaxation –, and she is very grateful for the opportunity to participate.

Another client had a TV that was too old to hook up her Uniper box too, but she was interested in participating in the program. AAAPP purchased a new TV for client through a COVID 19 Response Grant. Her OAA HDM's provider delivered the TV to her in June with her meals. They said client is "hilarious and one of the nicest people we've met!" Client said she loves technology and learning. Client quoted: "This is a very important service for us; we are so isolated out here, and we need all the help we can get!"

Telephone reassurance – Area Agency on Aging of Pasco-Pinellas, Inc.

"The Uniper and Telephone Reassurance program staff has benefited me tremendously. I love to participate in these weekly live events and to be a part of the community. My telephone reassurance person is very compassionate and loving, who even calls me additional days when I was under the weather. I know it was a GREAT match."

The OAA client was initially reluctant to the idea of telephone reassurance during the Covid shutdown in March 2020. Yet week after week, he reported appreciation for the regular contact. When client was seen in person at the Senior Center recently, he shared, "I know I gave you a little push back about how could telephone reassurance really help me, but you were so calming and helped me to stay grounded in the moment. I really needed that; despite a global pandemic that also caused economic crisis."

NOTEWORTHY OBSERVATIONS

- 1) DOEA staff visited Gulfport Multipurpose Center meal site located in Pinellas County and operated by Neighborly Care Network. Staff met with Jaqui Frehing, Meal Site Manager, on the day of the visit. Services are provided Monday through Friday with meal service at 11:45 daily. DOEA staff toured the building and visited with the participants.

At the time of the visit, lunch service had already begun and many of the participants were enjoying their lunch. The meal was in accordance with the scheduled meal on the posted menu. Ms. Frehing commented that the meals had improved recently due to a change of caterers and the participants were much happier with the quality of the meals provided. As part of the visit, staff also interviewed the participants, and many of them expressed appreciation for the recent improvement in the quality of the meal. Staff observed minimal plate waste as the consumers disposed of their meals.

On the day of the visit, there were approximately 45 participants in attendance. Meals are provided by Metz Culinary Management and are delivered hot pre-plated daily. Staff observed the daily temperature log: the temperatures and times were recorded in accordance with the requirements in the *Handbook*. The kitchen is used to maintain the hot and cold temperatures of the food and was found to be neat, clean, and free of pests.

APPENDIX

Legislatively Mandated Outcome Measures

The legislatively mandated performance measures are listed below with the established standard of achievement. The following performance results indicate AAA achievement of the standard for all four performance measures.

#	Outcome Measure	Standard 2020-2021	Performance Results*
1	Percentage of customers who are at imminent risk of nursing home placement who are served with community-based services	90	
2	Percent of APS referrals who are in need of immediate services to prevent further harm who are served within 72 hours	97	100
3	Percentage of elders assessed with high or moderate risk environments who improved their environment score	79.3	91.6
4	Percentage of new service recipients with high-risk nutrition scores whose nutritional status improved	66	
5	Percentage of new service recipients whose Activities of Daily Living (ADL) assessment score has been maintained or improved	65	69.2
6	Percentage of new service recipients whose Instrumental Activities of Daily Living (IADL) assessment score has been maintained or improved	62.3	69.2
7	Percentage of family and family-assisted caregivers who self-report they are very likely to provide care	89	
8	Percent of caregivers whose ability to continue to provide care is maintained or improved after one year of service intervention (as determined by the caregiver and the assessor)	90	
9	Average time in the CCE Program for Medicaid Waiver probable customers decreases	2.8 mos.	

*Assessed results reported in DOE's Long Range Program Plan (LRPP). Measures that do not reflect performance results are reported at the statewide level and not applied to individual AAAs.

PROGRESS REPORT

The following table summarizes the areas reviewed for this monitoring cycle and corresponding achievement, based on compliance with authoritative guidance and the expectations outlined in the Interpretive Guidelines. Areas not achieved require a formal corrective action plan to be submitted to DOEA's contract manager within 30 days of receipt of the monitoring report.

Organization Governance, Leadership, and Administration	Achieved
Review of Board and Advisory Council rosters and meeting minutes indicated an effective governance and oversight structure and compliance with requirements, by-laws, and Articles of Incorporation.	
Legislatively-Mandated Outcome Measures	Achieved
Review of CIRT data indicated the goal was achieved for four outcomes being measured for this cycle.	
APS Referrals	Achieved
Review of three APS high-risk referrals revealed that a recommended service was provided within 72 hours to all four clients reported at high risk of abuse, neglect, or exploitation.	
Prioritization of Services	Achieved
Review of CIRT data revealed that screening and assessment scores were mostly congruent, and that a majority (45 percent) of 399 new enrollees this period were high-risk, high-risk, or AL Waiver (exempt) clients, compared to 26 percent of new enrollees who were low-ranked (1s or 2s: rank 3 clients were not counted). It is recommended that the AAA ensure reasons are entered in CIRT for AO clients who are never enrolled.	
Grievance and Discrimination Procedures	Achieved
Review of documentation indicated that the AAA and its subcontractors' grievance and complaint procedures continue to improve.	
Client Satisfaction	Technical Assistance Needed
Review of client complaint logs from three providers indicated one instance of suspected elder abuse neglect or exploitation that was not reported to the Abuse Hotline. It is recommended the AAA ensure providers complaint logs document reports of abuse, neglect, or exploitation to the Florida Abuse Hotline.	
Information and Referral	Technical Assistance Needed
Review of documentation and observation indicated services are sufficient to provide access to and delivery of quality information, assistance, and referrals to elders, their caregivers, and families, to connect them with needed services and resources. However, DOEA suggests that AAPP ensure that the Information and Referral Supervisor periodically review call center data reports regarding incoming and outbound calls and hold times to ensure Specialists are adhering to DOEA's <i>Summary of Standards for Professional Information & Referral</i> . For call management purposes, it is also suggested specialists follow the Elder Helpline (EHL) policy to return phone calls within the next business day when possible and encourage callers to call the Elder Helpline back if the resources or information provided is not sufficient to link them to services.	
Targeting of OAA Services	Deferred
This area of review has been deferred to contract managers to provide technical assistance for this monitoring cycle.	
ADRC Operations	Achieved
Review of documentation and observation indicated compliance with ADRC requirements. Functions and structure were conducive to ensuring access to services for elders and their caregivers through coordination of resources or referrals, using customer-friendly tools that maximize resources, target service needs, and improve the quality of services.	
EHEAP	Achieved
Review of 12 EHEAP client files revealed that the AAA complied with the requirements that provide relief to clients experiencing a temporary energy crisis.	

Nutrition	Achieved
Review of documentation for three meal sites revealed substantial compliance with requirements that ensure elders receive tools to make healthy meal choices and receive safe, nutritious meals to improve health and prevent chronic disease.	
Background Screening	Technical Assistance Needed
Review of Level II background screening documentation revealed employment history information was not entered on the eligibility statement for legal services provider Gulfcoast Legal Services' non-attorney staff, and Affidavits of Compliance were signed prior to screening instead of after. Attorneys from legal assistance provider, Bay Area Legal Services, signed out-of-date Attestation of Compliance forms. The SHINE Liaison used two out-of-date Attestation of Compliance forms. DOEA recommends the AAA ensure its providers and the SHINE program enter employment history information in the Clearinghouse, use current Level II background screening forms, and sign the Attestation of Compliance Candidate form after screening.	
Health & Wellness	Achieved
Review of documentation revealed that program activities and functions complied with requirements that focus on providing disease prevention education and health promotion activities to targeted elders.	
Elder Abuse Prevention	Technical Assistance Needed
Review of documentation revealed that Zoom or virtual attendance rosters were unavailable for some of the virtual Elder Abuse Prevention trainings. DOEA recommends AAAPP ensure virtual attendance rosters for Elder Abuse Prevention training activities are retained for monitoring purposes.	
Respite for Elders Living in Everyday Families (RELIEF)	N/A
This PSA does not have a RELIEF contract.	
Serving Health Insurance Needs of Elders (SHINE)	Technical Assistance Needed
Review of selected documentation indicated no volunteers were activated in 2021. DOEA recommends AAAPP expand its efforts to develop a larger SHINE volunteer counselor workforce by developing a recruitment plan that incorporates multimedia sources, soliciting recruits and distributing volunteer recruitment materials at educational outreach and counseling events, and maintaining documentation for monitoring purposes.	
General Revenue Programs	Technical Assistance Needed
Review of 12 files selected from general revenue (GR) funded programs (CCE, HCE, and ADI) indicated substantial compliance with eligibility requirements for programs that support clients and their caregivers in allowing frail elders to remain in their homes and communities and avoid costly nursing home placement. However, three of five files did not document satisfaction with services timely, one file did not contain a timely annual assessment, and two files did not contain documentation that the client requested or was assessed to need additional services.	
Subcontractor Monitoring & Oversight	Achieved
Review of subcontractor monitoring reports, provider audits, and subcontracts indicate substantial compliance with requirements.	
Finance and Administration	Achieved
Review of the Chart of Accounts and financial statements indicates that the AAA classifies and categorizes revenues and expenditures by program. Review of accounting policies and procedures indicated that the AAA complied with generally accepted accounting practices. Review of 48 randomly selected expenditure transactions revealed the AAA complied with requirements.	
Procurement	Achieved
Review of bid documentation, policies, and procedures indicated compliance with contractual requirements.	
Property	Achieved
Review of property procedures, the inventory list, and observation of selected property items indicated compliance with requirements. Three items randomly selected on site were reconciled to the list. Three items purchased in 2021 were also selected from the inventory list and were observed during the monitoring visit.	
CIRTS Data Integrity and Accuracy	Achieved
Review of CIRTS policies and procedures and CIRTS report data, compared to prior year data, revealed that one of 13 reports contained errors in excess of the standard allowable rates for each report, which is considered an anomaly. The allowable rates are based on the prior year median achievement of accuracy and the caseload variances of the PSA.	

Major Federal, State, and Contractual Compliance Guidelines

Federal Rules and Regulations

Approximately 60 percent of DOEA's total budget is funded through federal entitlement and discretionary grant programs. In addition to statutory guidelines associated with the receipt of federal funds, DOEA, the AAAs, and service providers are required to comply with certain program and fiscal guidelines prescribed by the funding source. The most prominent of these regulations are identified below:

- Older Americans Act of 1965, as amended
- Services to be directed to older Americans (age 60 or older)
- No requirement of means or income testing for eligibility
- AAAs must submit formal plan for service area
- Prioritization of services must be given to those with the greatest social/economic need

OMB Circulars and Treasury Regulations prescribe applicable federal grant cost principles:

- Single Audit Act Amendments of 1996, OMB Circular A-133 (Title 2 CFR, Part 200): establishes requirements of single audit act for grantees that spend or receive \$500,000 or more (\$750,000 or more, effective January 1, 2015)
- Code of Federal Regulations: 45 CFR, Parts 74 and 92 (Federal Procurement Guidelines), and Title 2 CFR Part 200 and Appendices (formerly OMB Circulars A-87, Cost Principles for State, Local and Indian Tribal Governments; OMB Circular A-102, Grants and Cooperative Agreements with State and Local Governments; OMB Circular A-110, Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals and Other Nonprofit Organizations; and, OMB Circular A-133, Audits of States, Local Governments, and Nonprofit Organizations)

Social Security Act, Section 1915c - Medicaid Waiver Programs allows states to "waive" requirements of the original Medicaid legislation and create waiver programs that provide care in the home and in the community and are an alternative to institutional care.

- Recipient must meet Medicaid guidelines
- Recipient would require institutionalization in the absence of the waiver
- Waiver cost plus other Medicaid services cannot exceed total cost to Medicaid for serving recipient in an appropriate institutional setting

Federal Grant and Cooperative Agreement Act of 1977 (31 U.S.C. 6301-08) provision establishes criteria for whether a transaction is procurement or financial assistance.

Other Federal Requirements

- OMB Standard Form 424-B Assurances (compliance certification with other federal laws)
- Certifications Regarding Debarment/Suspension, Drug-Free Workplace and Lobbying
- Health Insurance Portability and Accountability Act (HIPAA) of 1996
- Civil Rights Act of 1964, as amended
- Low Income Home Energy Assistance Act of 1981

State Rules/Regulations and Contract Requirements

Several state rules and regulations as provided in Florida Statutes apply to programs funded through federal and state appropriations. As federal funds are received by the state, the state's additional statutory requirements are attached to the use and receipt of the funds. State rules and regulations applicable to AAAs and service providers are listed below. DOEA's contract with AAAs embodies federal and state rules by reference and/or through recital of applicable statutes.

Chapter 287, F.S.

- Procurement of Goods and Services
- Supplier Diversity
- Payment of Vendors (7-Day Rule)
- Exclusion of Public Entity Crime Violators

Chapter 409.508, F.S.

1. Low Income Energy Assistance Program (and Ch. 73C-26, F.A.C.)

Chapter 415, F.S.

- Reporting of Elder Abuse (72-Hour Rule)

Chapter 427, F.S.

- Transportation Disadvantaged

Section 430.07, F.S.

- Volunteers

Section 430.08, F.S.

- Rulemaking

Sections 430.201-207, F.S.

- Community Care for the Elderly Program (CCE)

Sections 430.501-504, F.S.

- Alzheimer's Disease Initiative (ADI)

Sections 430.601-608, F.S.

- Home Care for the Elderly (HCE)

Section 215.97(3), F.S.

- Florida Single Audit Act

Department of Financial Services

- State Projects Compliance Supplement
- Reference Guide for State Expenditures

Statewide Map of Planning and Service Areas

