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May 12, 2023

Ms. Angela McAuley
Alzheimer's Association – Florida Gulf Coast Chapter
14010 Roosevelt Boulevard
Suite 709
Clearwater, Florida 33762

Dear Ms. McAuley,

Enclosed is the Annual Programmatic Monitoring report for the Alzheimer's Association, Florida Gulf Coast Chapter, Brain Bus program for the contract year July 1, 2022 - June 30, 2023.

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.

This year's monitoring resulted in one recommendation. A written response to the recommendation is required. Please submit by May 19, 2023. The cooperation of your staff throughout the monitoring process was appreciated. We look forward to our continued partnership serving those impacted by Alzheimer's disease and related memory disorders throughout Florida.

Sincerely,


AnnMarie Winter (May 12, 2023 08:38 EDT)

Ann Marie Winter
Executive Director

Enclosures

cc: Julie Shatzer, Vice President of Programs
Kasia Sherwin, Grants and Data Director



Area Agency on Aging
of Pasco - Pinellas, Inc.

Area Agency on Aging of Pasco-Pinellas, Inc.
2022-2023 Brain Bus Monitoring

PROVIDER: Alzheimer's Disease and Related Disorders Association
Inc., d.b.a Florida Gulf Coast Chapter

DATE(S) OF VISIT: April 4, 2023
Exit interview to be completed via web conference on
May 11, 2023

PARTICIPANT(S): Kasia Sherwin, Alzheimer's Association, Florida Gulf
Coast Chapter, Statewide Grants Manager
Christine Didion, AAAPP, Director of Program
Accountability
Sara Jones, AAAPP, Program Manager

MONITOR(S): Sara Jones, Program Manager

FUNDING PERIOD: July 1, 2022 – June 30, 2023

SITES VISITED: Monitoring completed as a 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)

- Recommendation that provider review updated DOEA Background Screening Clearinghouse instructions to ensure employee background screening attestation forms are signed after results are received, as in accordance with DOEA procedure. Provider instructed to resubmit attestation with signature dated after the results from the clearinghouse for one of three employees.

II. Findings/Corrective Action

(Findings result in a formal corrective action plan)

- None.

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: Achieved.

There are no outstanding items from monitoring completed for the 2021-2022 contract year. No findings were documented, and no corrective action was necessary.

Standard #2 – Proposed Stops

- A) Provider submits a list of proposed stops to the Area Agency on Aging of Pasco-Pinellas.*
- B) Provider notifies the appropriate Area Agencies on Aging in which each county falls at least fifteen (15) days in advance regarding dates, times, and locations of the proposed stops in each county.*

Response: Achieved.

- A. Provider has completed a mixture of virtual and in-person stops this contract year. Provider has resumed mostly in-person stops April 1, 2022, following CDC, state, and local COVID-19 safety guidance. Provider will continue to offer virtual stops in the upcoming fiscal year. Provider submits a list of the next month's proposed stops to AAAPP with submission of the monthly report. Provider maintains an updated listing of proposed stops on the Alzheimer's Association website.
- B. Provider indicates they continue to notify the appropriate Area Agency on Aging of in-person stops in designated counties in advance. Provider recognizes the usefulness of partnering with the Area Agencies on Aging, especially those that serve rural counties, to advertise for Brain Bus programming, both in-person and virtually.

Standard #3 – Performance Measures

- A. *Provider demonstrated progress toward proposed goal(s).*
- B. *Provider ensures materials concerning health concerns for people at higher risk for developing Alzheimer's disease are made available.*
- C. *Provider submits clear demonstration of advertising events, corresponding sign-in sheets, and event distribution materials.*
 - i. *For the months of **August 2022 and February 2023**, provider has participant listings and advertisements for Brain Bus informational and educational sessions held virtually and in-person that correspond with submitted monthly Program Outcomes Report.*
 - ii. *Provider demonstrates targeted served clients are from underserved, isolated, and rural communities.*

Response: Achieved.

- A. Provider expressed goal of reaching 300 stops for this fiscal year. This goal is monitored monthly to track achievement; stops are adjusted for upcoming months to ensure all regions and counties are served. Currently provider has made 156 stops. Once goal is achieved, provider will increase goal for future years.
- B. Provider utilizes educational material, for both in-person and virtual Brain Bus events, which correspond to addressing health concerns for people living with Alzheimer's disease or a related dementia (ADRD) and risks of developing ADRD in the future. Submitted educational material made available to participants at in-person Brain Bus events included early detection and warning signs of ADRD, healthy living information to reduce the risk of ADRD, and a variety of handouts with information on supportive programs offered by the Alzheimer's Association, Memory Disorder Clinics, and the Area Agencies on Aging through the Elder Helpline. All handouts are available in both English and Spanish. Monitored virtual stops provide a variety of information related to risk factors of ADRD, warning signs of ADRD, the benefits of early detection, steps to receiving an accurate diagnosis, current research trends related to memory disorders, and best practices for caring for someone with the disease. Virtual Brain Bus events provided this contract year, to date, include 10 Warning Signs of Alzheimer's, Healthy Living for your Brain and Body, Understanding Alzheimer's and Dementia, and Advancing the Science.
- C. Provider submitted advertising flyers, sign-in sheets for in-person events, attendance logs for virtual events, and educational materials distributed during the current contract year. Materials submitted reflect the materials observed at the March 30, 2023 Brain Bus event at the Largo Community Center.
 - i. Provider submitted participant listing and sign-in sheets for both in-person and virtual stops completed in August 2022 and February 2023. Participant listings for one (1) unit of Memory Education and sign-in sheets for fifteen (15) units of Information Services were present for August 2022. Total participate counts did not match the reported total of 232 individuals in the month of August; actual

count of individuals served is 238 (6 people more than reported). Submitted participant listings for four (4) units of Memory Education and sign-in sheets for eighteen (18) units of Information Services were present for February 2023. Total participate counts did not match the reported total of 1034 individuals in the month of August; actual count of individuals served is 1023 (11 people less than reported). Provider confirmed the submitted sign-in sheets were correct. In response to this monitoring, provider was proactive in developing alternative tracking systems for reviewing sign in sheets and attendance logs. New system will include a two-person review and entering figures in a spreadsheet to ensure counts are accurate prior to being entered on the monthly report. Submitted report in the month of June 2023 will be updated to reflect this corrected number. No further corrections required.

- Based on monitored sign-in sheets and participant listings, provider gathers demographic information from participants including their zip code, gender, and ethnicity to ensure that members from isolated, minority, and rural communities are served. Provider makes all educational materials available in both English and Spanish and provides several of their Memory Education sessions in Spanish. Provider recognizes the challenges of targeting rural counties and advertising to community members about Brain Bus stops in these areas. Provider demonstrated that they work with the regional Director of Diversity, Equity and Inclusion (DEI) to increase partnerships with local community groups and organizations to target as many isolated and rural participants as possible. Groups include religious groups and places of worship, alliance organizations, women's groups, senior centers, and the Area Agencies on Aging serving those communities.

Standard #4 – Programmatic Reporting

All required programmatic reports are accurate and submitted in a timely manner:

- A. *Program Highlights are submitted annually.*

Response: Achieved.

- A. Provider submitted one narrative highlighting a success story that occurred in the 2022-2023 contract year, to date. The narrative discussed attending the Red Bag Holiday food drive at Rhema Word of Faith International church in Polk County, FL. This was the first time the Brain Bus participated in such an event and were happy to report that it was extremely successful. Staff were able to provide information and resources to 125 community members. Staff discussed the 10 Warning Signs of Alzheimer's and ways to keep your brain healthy. One individual had a loved one with memory issues and was appreciative to learn of the 24/7 Helpline and the virtual Brain Bus program where they

can watch videos on their time. Brain Bus plans to attend the event again in the 2023 calendar year.

Standard #5 – Grievances, Complaints, and Incidents

Consumer satisfaction and effective delivery of service has been verified through:

- A. *Provider has approved grievance policies, procedures and logs, including documentation of the service provider's response and resolution.*
- B. *Provider has approved complaint policies and procedures.*
- C. *Provider has approved incident policies, procedures, and logs, including documentation of the service provider response and resolution.*
- D. *Provider has approved Conflict of Interest policies and procedures.*

Response: Achieved.

- A.) Provider submitted grievance procedure and log. No grievances were noted, to date, for the 2022-2023 contract year.
- B.) Provider submitted complaint policies and procedures and log. No complaints were noted, to date, for the 2022-2023 contract year.
- C.) Provider submitted incident policies, procedure, and log. No incidents were noted, to date, for the 2022-2023 contract year. Incident policies and procedures form should be updated to reflect Area Agency on Aging of Pasco-Pinellas, Inc. as the AAA, not Senior Connection Center. AAAPP has held the contract since July 1, 2019. Provider expressed policies and procedures are developed by the home office and distributed to them, provider will request home office update the incident policy to reflect AAAPP as the correct AAA.
- D.) Provider submitted Conflict of Interest policies and procedures.

Standard #6 – Background Screening

Provider completes Level II Background Screening as necessary.

Response: Partially Achieved.

Provider submitted Level II background screening privacy policy, employee attestation form, and background screening results for all three (3) direct services employees. Employee attestation form for one of three employees was signed prior to background screening results, not after as in accordance with DOEA procedure. Provider given updated DOEA Background Screening Clearinghouse instructions and instructed to resubmit attestation with signature dated after the results from the clearinghouse for this one staff member. Provider expressed understanding of process and agreed to amend their policy to reflect DOEA standards. Provider submits yearly Affidavit of Compliance.

Signatures:


Sara Jones (May 12, 2023 08:23 EDT)

Program Manager

05/12/2023

Date

Christine Didion

Director of Program Accountability

05/12/2023

Date