



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

June 7, 2022

Tawnya Martino, ADRC Director
Area Agency on Aging of Pasco-Pinellas, Inc.
9549 Koger Boulevard, Suite 100
St. Petersburg, FL 33702

Dear Mrs. Martino,

Enclosed please find the 2022 programmatic monitoring report for the Vaccination Outreach Program (COVA).

The purpose of monitoring is to perform a programmatic review of operations. The monitoring objective is to ensure programs, policies and practices comply with state and federal rules and meet standards of good governance and practices.

Your program is commended for meeting all standards for contract compliance and service delivery.

Should you have any questions or comments concerning this report, please feel free to contact Michelle Tavares, Program Manager at (727) 570-9696, extension 271.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ann Marie Winter', is positioned above a horizontal line.

AnnMarie Winter (Jun 7, 2022 15:22 EDT)

Ann Marie Winter
Executive Director



Area Agency on Aging
of Pasco - Pinellas, Inc.

Area Agency on Aging of Pasco-Pinellas, Inc.
2022 COVA (Vaccination Outreach Program) Monitoring

PROVIDER: AAAPP COVA

DATE(S) OF VISIT: June 2, 2022

PARTICIPANT(S): Tawnya Martino, ADRC Director
Tracy Barrows, ADRC Helpline Manager

MONITOR(S): Michelle Tavares, OAA Program Manager

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 are no recommendations.

II. Findings/Corrective Action

(Findings result in a formal corrective action plan)

- There are no findings.

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 – Outreach

Outreach is being provided to older individuals and their caregivers using credible information about the Covid -19 Vaccinations.

- A. Provider developed an outreach plan and strategy.*
- B. Provider is outreaching to older individuals and caregivers.*
- C. Provider documents all outreach activities and obtains signatures as necessary.*
- D. Provider is utilizing credible Covid 19 vaccination information.*

Response: Achieved

- A. An outreach plan and strategy were developed by the Director of Outreach and the Vaccine Outreach Coordinator.
- B. Review of outreach logs support that the provider is outreaching to older individuals and their caregivers.
- C. Outreach documentation was reviewed. Documents detail all outreach activity and signatures were obtained as required.
- D. Review of Covid 19 vaccination materials provided are verifiable and credible.

Standard #2 – Information and Referral

Clients identified are receiving the help in getting the Covid 19 vaccination.

- A. Staff are assisting with scheduling vaccination appointment*
- B. Staff are offering and arranging transportation services as needed*
- C. Staff are offering respite services to caregivers as needed.*
- D. Staff are assisting with second vaccination appointment and reminding the client of the second appointment.*
- E. Staff are completing required documentation and tracking of client information.*

Response: Achieved

- A. Review of documentation and observation of helpline staff, support that vaccination appointments are being offered and scheduled as needed.
- B. Review of documentation and observation of helpline staff, support that transportation to appointments are being offered and scheduled as needed.
- C. Review of documentation and observation of helpline staff support that respite services are being offered to caregivers and scheduled as needed.
- D. Review of documentation and observation of helpline staff, support that second dose vaccination and booster vaccination appointments are being offered and scheduled as needed. Additionally, staff offered information and/or assistance with ordering free Covid test kits.
- E. Thorough documentation, which includes client tracking and mailings were provided and supports staff completing documentation as required.

Standard #3 – Staff Training

Staff have received training on:

- A. *HIPAA- Maintaining Client Confidentiality.*
- B. *Mandatory reporting of suspected abuse, neglect, self-neglect, and exploitation of the elderly.*

Response: Achieved

- A. HIPAA training certificates were provided for COVA staff.
- B. Annual training certificates on mandatory reporting of elder abuse, neglect, self-neglect, and exploitation of the elderly were provided for COVA staff and up to date.

Standard #4 – Observation of Contacts (See attachment I)

Observation of contacts shows that the Helpline staff provides accurate information to inquirers in response to direct requests for such information.

Response: Achieved.

Program Manager observed COVA Helpline staff. Staff was observed providing accurate information to inquirers to direct requests for such information.

Please refer to **Attachments I.**

Standard #5 – Budgetary Compliance/Documentation of Service Delivery

The provider has a clear audit trail for units of service entered in CIRTS/eCIRTS for (September 2021, December 2021, and March 2022) as indicated by a review of outreach logs, client service logs and submitted invoices. Documentation supports number of clients served; number of service units provided by service with calculations that equal the total invoice amount.

Response: Achieved.

Units of service were entered in eCIRTS for outreach, information, referral, and telephone reassurance. Review of outreach logs, client service logs, invoices, eCIRTS, and REFER, supports a clear audit trail for all service units entered in September 2021, December 2021, February 2022, and March 2022.

Signatures:

Michelle Tavares

Michelle Tavares, Program Manager

Jun 7, 2022

Date

Kristina Jalazo

Kristina Jalazo, Director of Program Accountability

Jun 7, 2022

Date



Observation Checklist – Vaccine Outreach Program 2022 Monitoring Tool

Staff Observed: Corinna Powers

Date observed: 5.27.2022

Task observed: Staff made four (4) client follow up calls. Only one client answered, L.P. 1345596.

STANDARD	NOTES/ACHIEVEMENT
a) Identify themselves according to agency guidelines.	Staff identified themselves, the agency, and the reason for the call appropriately at the beginning of the call.
b) Establish rapport with the inquirer/client and use active listening skills and empathy to discern any presenting problem.	Client inquired about the second booster. Staff was observed actively listening to the client's inquiry and empathizing with concern of receiving booster.
c) Respond to each inquirer/client in a professional, nonjudgmental, culturally appropriate, and timely manner.	Staff was very professional and nonjudgmental. Call was managed in a timely manner.
d) Use clear, jargon-free language and an appropriate tone of voice and are engaged with inquirer/client.	Staff was observed being engaged with client and using clear, jargon-free language. Client did state he was hard of hearing. Staff adjusted their tone of voice accordingly.
e) If demographic information (such as SSN) is collected, explain the reason the information is needed.	Staff did not collect SSN but did confirm client's demographics and explained that reason for such was to have free covid tests kits sent to client's home.
i) Scheduled Vaccine appointment, transportation, and/or respite if needed.	N/A – Services declined

<p>j) Encourage inquirers to call back if the information proves incorrect, inappropriate, or insufficient to link them with the needed services.</p>	<p>At the end of call, staff encouraged client to call back with any additional questions or needs.</p>
<p>k) Accurately record what occurred during the inquiry, the call/contact type, the problems and needs that were addressed.</p>	<p>Staff accurately recorded the call in REFER and addressed all client needs.</p>
<p>l) Staff offer advocacy, when necessary, to ensure people receive the benefits and services for which they are eligible. This may include 3-way calls or additional calls to help them obtain services.</p>	<p>N/A</p>
<p>m) Follow-ups are scheduled/provided.</p>	<p>Follow up not scheduled at time of call but to provided as needed.</p>
<p>h) Units of service are properly documented.</p>	<p>Review of eCIRTS and billing records support that units of service are properly documented.</p>