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April 21, 2021

Angela McAuley, Regional Leader
Alzheimer's Association – Florida Gulf Coast Chapter
14010 Roosevelt Blvd. Suite 709
Clearwater, Florida 33762

Dear Ms. McAuley,

Enclosed is the Annual Programmatic Monitoring report for the Alzheimer's Association, Florida Gulf Coast Chapter, Memory Mobile program for the contract year July 1, 2020 - June 30, 2021.

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 monitoring produced no findings and no recommendations. The cooperation of your staff throughout the monitoring process was greatly appreciated.

Sincerely,

DocuSigned by:

Ann Marie Winter

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Ann Marie Winter
Executive Director

Enclosures

cc: Julie Shatzer, Vice President of Programs
Kasia Castro, Statewide Grants Manager



Area Agency on Aging
of Pasco - Pinellas, Inc.

Area Agency on Aging of Pasco-Pinellas, Inc.

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

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

PARTICIPANT(S): Julie Shatzer, Alzheimer's Association, Florida Gulf Coast Chapter, Vice President of Programs
Kasia Castro, Alzheimer's Association, Florida Gulf Coast Chapter, Statewide Grants Manager
Kristina Jalazo, AAAPP, Director of Program Accountability
Christine Didion, AAAPP, Program Manager

MONITOR(S): Christine Didion, Program Manager

FUNDING PERIOD: July 1, 2020 – June 30, 2021

SITES VISITED: Site visit waived due to COVID-19

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)

- None.

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 2019-2020 fiscal year. No findings were documented, and no corrective action was necessary.

Standard #2 – Proposed Stops

- A) Provider submits a list of proposed stops.*
- B) Provider notifies the Area Agency on Aging of all counties proposed stops will be conducted.*

Response: Achieved.

A. Due to COVID-19, provider has been completing virtual Brain Bus events that can reach each county in Florida. Per contract stipulations for this fiscal year, provider will resume in-person stops and Brain Bus events once it is feasible and safe to do so, following appropriate Centers for Disease Control (CDC) guidelines. At that time, provider will alert the Area Agency on Aging of Pasco-Pinellas, Inc. (AAAPP) of their proposed, in-person stops, and the counties the stops will occur in within thirty (30) days.

- a. Provider is highly commended for their flexibility and continued work to adopt a new mode of education and information by developing both pre-recorded, on-demand Brain Bus classes and live, virtual Brain Bus events for caregivers and interested community members. Provider has identified that by providing virtual events, they are able to reach more attendees belonging to the sandwich generation – those that are caring for both young children and other relatives. Provider continues to have the goal of reaching rural communities, women, and minority groups. During this fiscal year, Provider has been working with community-based groups, such as places of worship, small business networks, and LGBTQ councils, to partner with and provide additional live, virtual events with potentially hard to reach communities and groups.
- b. Provider has set the goal of reaching three hundred (300) total episodes of virtual events. To date, provider has reported completion of 278 virtual events.

Provider anticipates being in target of reaching this goal by the end of the fiscal year.

- B. The provider will resume notifying AAAPP of proposed stops by county if, and when, in-person events resume this fiscal year.

Standard #2 – Performance Measures

- A. *Provider ensures materials concerning health concerns for people at higher risk for developing Alzheimer’s disease are made available.*
- B. *Provider demonstrates progress toward proposed goals including number of stops per county, units of memory education, care coordination, and information services, and number of clients served.*
 - i. *For the months of **September 2020 and January 2021**, provider has participant listings and advertisements for Brain Bus informational and educational sessions held virtually that correspond with submitted monthly Program Outcomes Report.*

Response: Achieved.

- A. Provider maintains and distributes educational materials that are available upon request. AAAPP Program Manager attended a Virtual Brain Bus On-Demand class available through the Alzheimer’s Association’s Florida Gulf Coast Chapter’s website. Information reviewed on the webinar clearly demonstrated the basics of Understanding Alzheimer’s and Dementia. Further, the website includes a variety of on-demand webinar classes that are typically offered in-person at Brain Bus stop locations, outside of COVID-19. These classes include Healthy Living for Brain and Body, Ten Warning Signs of Alzheimer’s, and Understanding Alzheimer’s and Dementia and Resources for Caregivers. Additionally, classes are available for special topics such as research, addressing dementia in the LGBTQ community, and policy summits.
- B. Due to COVID-19, Provider has maintained using virtual “stops” which occur through virtual, telephonic, on demand and/or in person delivery. Through virtual and in-person contacts, the provider hopes to reach three hundred (300) total episodes of Brain Bus educational events. There are no concerns provider will not reach this target by the end of fiscal year.
 - i. The months of September 2020 and January 2021 were randomly selected to examine event and participant listings for these virtual stops. Participant listing for all virtual stops in September 2020 and January 2021 were submitted. For September 2020, the participant listing documented 1,223 individuals participated in 41 virtual events held in the month. In the month of January 2021, the participant listing documented 416 individuals participated in 20 virtual events throughout the month. Provider clarified that in addition to live, virtual events offered through the Brain Bus, provider is able to track participation in on-demand Brain Bus classes offered through the Alzheimer’s

Association website. All documentation aligned with monthly programmatic reporting and no concerns were noted.

Standard #3 – Programmatic Reporting

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

- A. *Surplus/Deficit Reports are submitted monthly.*
- B. *Detailed meeting minutes from the agency Board of Director meetings are submitted regularly.*
- C. *Program Outcomes Report are submitted monthly.*
- D. *Program Highlights are submitted annually.*
- E. *Provider presents at least one time to the AAAPP Board.*

Response: Achieved.

- A. Provider submits a monthly programmatic report, which demonstrates current expenditures and amount of contract left to spend. Provider works closely with the AAAPP on any potential surplus or deficits.
- B. Provider does not maintain meeting minutes from meetings of the Board of Directors. Provider clarified the Board only serves in an advisory capacity and does not make any financial or programmatic decisions. Provider did submit sign-in sheets documenting Board meetings that occurred this fiscal year to date and attendance. Provider will continue to send Board of Director attendance logs with an explanation that no agendas or minutes are maintained due to the advisory-only function of the Board.
- C. Program Outcomes Reports are submitted timely and are considered accurate. No concerns noted.
- D. Program highlights are submitted annually.
- E. The provider presented to the AAAPP Board on October 19, 2020.

Standard #4 – 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 2020-2021 contract year.
- B.) Provider submitted complaint policies and procedures and log. No complaints were noted, to date, for the 2020-2021 contract year.

- C.) Provider submitted incident policies, procedure, and log. No incidences were noted, to date, for the 2020-2021 contract year.
- D.) Provider submitted Conflict of Interest policies and procedures.

Standard #5– Background Screening

Provider completes Level II Background Screening as necessary.

Response: Achieved.

Provider submitted signed Affidavit of Compliance confirming provider is in compliance regarding Level II background screening.

Signatures:

Christine Dion

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Program Manager

4/21/2021

Date

DocuSigned by:
Kristina Galayo

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Director of Program Accountability

4/21/2021

Date