

Administration

Best Practices

Management of Service Providers

Joint Program Evaluation Committee (2006) – PSA 4

In Area 4 Agency on Aging, the Joint Program Evaluation Committee (JPEC) consists of members from both the Governing Board and Advisory Council. The committee receives monthly performance data reports from program staff on contracted programs serving below 95% of their contracted service level. Three to four times each year, the JPEC committee meets with program staff to discuss each service provider that is under performing and makes recommendations for action. The recommendations of JPEC are forwarded to the Advisory Council for review and are then sent to the Governing Board for action.

AAA Coordination of CDA Monitoring Visits Fosters Local-State Collaboration (2008) – PSA 23

CDA's monitoring of an AAA involves meeting with one or more service providers that the AAA contracts with to provide support services. These provider visits provide CDA staff an opportunity to observe the local service delivery system and assess whether the AAA is providing appropriate oversight and direction to ensure compliance and consistency with program expectations. While the AAA's role is the focus of these meetings, service providers are given an opportunity to seek technical assistance from CDA staff about laws and regulations, CDA policies, and future service directions. They are also asked to identify best practices. As part of its pre-monitoring visit preparations, the San Diego Office of Aging and Independence Services encourages the selected service providers to take advantage of this opportunity to seek guidance from CDA staff. Family Caregiver Support Program contractors are prepared with lists of questions, which fosters dynamic collaborative discussions on policy, strategic planning, and suggestions for enhancing program activities.

Efficient-Effective Program Monitoring Process (2007) - PSA 24

Imperial County AAA staff conduct an annual onsite program monitoring that includes a monitoring schedule, a comprehensive monitoring tool, a corrective action plan, and follow-up to ensure deficiencies are corrected. The complete monitoring schedule is set in July and monitoring tools are sent to service providers prior to the visit. AAA staff conduct a desk review in September and all onsite monitoring is completed in October. Together the AAA and service provider review the monitoring tool, the policy handbook, grievance procedures, and donation policies during the onsite monitoring. The AAA sends the corrective actions to the service provider and both parties work together to ensure acceptable solutions.

Program Monitoring Questionnaire (2007) – PSA 27

The Sonoma County AAA created a Program Monitoring Questionnaire that is sent to the service provider to be completed and returned to the AAA prior to their yearly monitoring visit. The completed questionnaire gives the AAA a comprehensive view of the service provider and serves as a reference tool throughout the year.

Contract Monitoring Policies and Procedures (2006) – PSA 28

The AAA Serving Napa and Solano counties *Contract Monitoring Policies and Procedures* document is very clear, well organized, and easy to read. It provides protocols for monitoring programs contracted with the AAA and would be beneficial for use by all AAAs.