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December 18, 2017

Mr. Jeffrey S. Bragg, Secretary  
Department of Elder Affairs  
4040 Esplanade Way  
Tallahassee, Florida 32399-7000

Dear Secretary Bragg:

We are in receipt of the monitoring report for the calendar year ending December 31, 2016 and appreciate the positive feedback. Below is our response to the Suggestions for Improvement identified in the report.

**Suggestion Number A.1.:** DOEA suggests AAAPP ensure that case narratives reflect the discussion (including the API's comments) with the APS investigator within the time frames specified in the APS Ops Guide, when the client refuses one or more services recommended by APS (or there is a delay in services for reasons beyond the control of the service provider), including the agreed upon next best course of action.

**Response:** Training conducted by AAAPP staff on December 7, 2017. Requirement to document next best course of action as a result of client refusals or delays in service was reviewed. AAAPP staff will continue to monitor APS cases monthly, including all case narrative documentation to ensure compliance with this requirement.

**Suggestion Number A.2.:** DOEA suggests AAAPP ensure that policies and procedures are followed regarding timeframes for contacting individuals to complete a DOEA Form 701S, in accordance with the ADRC contract.

**Response:** The ADRC will continue to strive to contact clients within the 3 business days in contract and will continue to communicate with our Medicaid Contract Manager when, in times of extremely high call volume and/or staff absences, we struggle to achieve the standard.

**Suggestion Number A.3.:** DOEA suggests that AAAPP ensure that when callers leave voicemail messages on behalf of a client, the notes from the voicemail messages are associated with the client in Refer, and not the caller.

**Response:** Monitors strive to match voice mail logs to Refer records. It is not always possible, since the name taken from the voice mail log may be modified/corrected in Refer once contact is made and the phone number may change in the intervening months since the contact on the voice mail log. Matching is also an issue when the caller was not the person in need, and the contact notes are in the record of the person in need. The Helpline does have a policy to create a Refer record for the contact person as well as the person in need and to associate the records. The Helpline will continue to strive to connect these Refer records for better tracking, even in times of high call volume.

**Suggestion Number A.4.:** DOEA suggests that AAAPP continue its efforts to recruit and develop a larger volunteer workforce and increase its client counseling and publicity activities in all counties throughout the PSA to achieve Health and Human Services objectives, targeted outputs, and PSA needs.

**Response:** Certainly barring continuation of this critical program, we will continue our recruitment and retention of qualified SHINE volunteers in order to enhance our current robust volunteer workforce.

**Suggestion Number A.5.:** DOEA suggests that AAAPP ensure that refresher training sessions for case managers are conducted on a variety of topics that include the following: ensuring the congruency of the written Care Plan with the Care Plan in CIRTS, appropriate case file documentation, Care Plan completion identifying all the clients' needs (including unfulfilled needs and those met by non-DOEA resources), and periodic monitoring of case files and worker logs to ensure the accuracy of services billed.

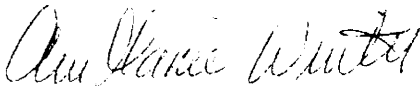
**Response:** AAAPP staff conducted case manager training on December 7, 2017. Topics covered during the training included APS documentation requirements, care plan reminders to promote completeness and accuracy, CIRTS care plan requirements, case narrative requirements, verification of received services and documentation to reflect service delivery. AAAPP staff will continue to monitor case files monthly to ensure all requirements are met

**Suggestion Number B.1.:** DOEA suggests that AAAPP's Board record members' attendance or absence at meetings via sign-in sheets.

**Response:** AAAPP created and implemented a Board Sign in Sheet as of the November 2017 meeting and will continue to ask Board Members to sign such a form or indicate their presence (if participating by phone) from hereon in. The Sign in Sheets will be kept on file with the Board Meeting Agenda, Meeting Minutes and Board Materials.

We appreciate the opportunity given to respond to each suggestion for improvement.

Sincerely,



Ann Marie Winter  
Executive Director

cc: Meghan Gregg, Contract Manager  
Kathy Igou, Supervisor Monitoring & Quality Assurance