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January 3, 2018

Dan Biles, County Administrator  
Pasco County Public Services  
8731 Citizens Drive, Suite 340  
New Port Richey, FL 34654

Dear Mr. Biles,

Enclosed is the report for the Older Americans Act Title III-B/LSP (#17-08) Transportation program. This visit was made on December 1<sup>st</sup>, 2017 by Elizabeth Heyne, Program Manager. The cooperation of Kurt Scheible, Sharon Spellman and staff throughout the visit was greatly appreciated.

This report is intended to provide an overview of the project's operations as of the date of the monitoring visit. It should also be a useful instrument in the evaluation of your programs.

Pasco County Public Transportation satisfactorily achieved all standards for contract compliance and service delivery with the exception of Standard #4 and #9 which were partially achieved and Standard #14 which was not achieved. To ensure future compliance with Standard #14, please submit a copy of the Administrative Requirements Monitoring Record performed for each of the active subcontractors by February 28, 2018.

Should you have any questions or comments concerning this report, please feel free to contact the Program Manager at (727) 570-9696, extension 271. Thank you for your continued commitment to serve the seniors of Pasco County.

Sincerely,

A handwritten signature in black ink, appearing to read "Ann Marie Winter".

Ann Marie Winter  
Executive Director

Enclosures

cc: Kurt Scheible, Public Transportation Director  
Cathy Pearson, Assistant County Administrator, Pasco County  
Mike Moore, Chairman, Pasco County BOCC



**Area Agency on Aging of Pasco-Pinellas, Inc.**

**2017 LSP/ IIIB/IIIEG PROGRAMMATIC MONITORING CHECKLIST**

<b>PROVIDER</b>	Pasco County Public Transportation (PCPT)
<b>SERVICE(S)</b>	OAA Title IIIB/LSP Transportation
<b>DATE(S) OF VISIT</b>	December 1, 2017
<b>PARTICIPANT(S)</b>	Sharon Spellman, Administrative Services Manager Kurt Scheible, Public Transportation Director
<b>MONITOR(S)</b>	Elizabeth Heyne, AAAPP Program Manager

**CONTRACT COMPLIANCE AND SERVICE DELIVERY**

**STANDARD #1 – Previous Programmatic Monitoring**

*All issues from the previous programmatic monitoring have been resolved within an established and reasonable timeframe.*

**RESPONSE:**

Standard #7 - CIRTSS Data Integrity was partially achieved during the July 19<sup>th</sup>, 2016 monitoring. The standard was partially achieved as there were concerns with duplicate client entries in CIRTSS and PCPT's limited access to open secured (encrypted) e-mails sent by the AAAPP.

Since the 2016 monitoring visit, PCPT has a new Transportation Director and Administrative Services Manager whom have been made aware of the past concerns. The duplicate client entries in CIRTSS have been identified and additional training/materials have been provided to the staff responsible for CIRTSS data entry. The concern with the limited access to open secured emails has also been addressed; PCPT has worked internally with their IT Department and they are now able to access secured emails.

Achieved     Partially Achieved     Not Achieved     Not Applicable     Follow-up Necessary

**STANDARD #2 – Targeting, Prioritization and Waitlist**

*A targeting plan with specific targeting objectives is in place:*

- A. The Provider has implemented the approved plan to target individuals with greatest economic need, older individuals with greatest social needs, older individuals at risk for institutional placement, older minority individuals, low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas (Pasco only).
- B. Provider is serving the proposed number and percentage of older individuals with greatest economic need, older minority individuals, older individuals at risk for institutional placement, low-income minority older individuals, older individuals with limited English proficiency, and older individuals residing in rural areas (Pasco only).
- C. The Provider currently utilizes an Older Americans Act Prioritization Instrument in accordance with the Provider’s Prioritization Policy.
- D. If applicable, the Provider’s waitlist policies and procedures have been appropriately established, maintained, and utilized as necessary.

**RESPONSE:**

- A.) Provider outlined their plan to target individuals in their 2017 Continuing Service Application. Review of policies, procedures and client files reflected the plan is being implemented appropriately.
- B.) Per the current Quarterly Report, the provider has exceeded or is on track to serve the proposed number of clients:

OAA	Proposed	Achieved	LSP	Proposed	Achieved
Social Need	80	75	Social Need	20	21
Economic Need	99	91	Economic Need	25	56
Minority	52	50	Minority	13	28
Low income minority	20	27	Low income minority	5	22
Rural	28	28	Rural	7	21
Limited English	20	15	Limited English	5	14
At Risk	68	56	At Risk	17	10

- C.) The provider is utilizing an approved prioritization instrument as outlined in their Prioritization Policy.
- D.) There is no waiting list for transportation services at this time.

Achieved  Partially Achieved  Not Achieved  Not Applicable  Follow-up Necessary

### STANDARD #3 – Staff Training

*Provider staff has received training pertinent to the performance of required functions:*

- A. Utilizing the appropriate DOEA Assessment Tool including the 701S, 701A and/or 701C (Registered Services only) in accordance with the DOEA Programs and Services Handbook.
  - Review of policies and procedures for DOEA Assessment Tools including the 701S, 701A, and/or 701C to ensure assessments are being completed as outlined in the DOEA Programs and Services Handbook.
  - Ensure requirements for face to face visits are being adhered to.
- B. Quality assurance activities to include use of the Assessment Instructions (DOEA 701D), direct observation, coaching, and training of screening staff to ensure the accuracy and quality of the screenings being conducted.
- C. DOEA standards for specific service training as outlined in the most current DOEA Program and Services Handbook is being utilized:
  - DOEA web-based training with receipt of a certificate of completion; a score of 90 percent or above on the multiple-choice test is required.
  - DOEA 701S Training Webinar with appropriate documentation of completion is required per the AAAPP.
- D. Mandatory reporting of suspected abuse, neglect, self-neglect, and exploitation of the elderly training has been conducted.

#### RESPONSE:

- A.) N/A. Transportation is not a registered service.
- B.) N/A. Transportation is not a registered service.
- C.) N/A. Transportation is not a registered service.
- D.) Elder Abuse training was conducted on September 27, 2016 by AAAPP Victim Advocate Program Manager. During the monitoring visit, it was discussed that the annual training was scheduled for December 18, 2017; Program Manager confirmed with AAAPP Victim Advocate Program Manager that PCPT successfully completed the annual training as scheduled.

Achieved    Partially Achieved    Not Achieved    Not Applicable    Follow-up Necessary

**STANDARD #4 – Programmatic Reporting**

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

- A. Annual Outreach and Public Education Report
- B. Quarterly Reports
- C. Detailed meeting minutes from the agency Board of Director Meetings are submitted regularly.
- D. Surplus/Deficit Reports

**RESPONSE:**

- A.) The Annual Outreach and Public Education Report was submitted in March 2017. No concerns noted.
- B.) Quarterly reports are due by the 10<sup>th</sup> following the end of each quarter. The report for Quarter 3 was due on October 10<sup>th</sup>; an extension was provided to November 9<sup>th</sup> with the final report submitted on December 15<sup>th</sup> pending several revisions and technical assistance provided by the AAAPP. Provider reports that they feel confident that the final Quarter 4 report will be submitted on time and in line with CIRT reporting.
- C.) Meeting minutes from the Pasco County Board of County Commissioners are available for review on the Pasco County website.
- D.) Surplus/Deficit reports are due by the 20<sup>th</sup> of each month for reporting on the previous month. The July report was due on August 20<sup>th</sup> and was submitted on September 14<sup>th</sup>. The August and October reports were also received after their scheduled due-date.

Achieved     Partially Achieved     Not Achieved     Not Applicable     Follow-up Necessary

**STANDARD #5 – Outcome Measures**

*Outcome measures referenced in the current Standard Contract are achieved:*  
**(OAA REGISTERED SERVICES ONLY)**

- A. Provider has implemented the strategies detailed in the current Service Provider Application.
- B. Provider uses available CIRT reports to track outcome achievement.
- C. Provider submits quarterly reports including review of outcome exceptions.
- D. Provider analyzes factors that enhance or inhibit ability to achieve outcome measures.
- E. Provider takes appropriate action including staff training to address outcomes, which are not achieved.

**RESPONSE:**

N/A. Transportation is not an OAA Registered Service.

Achieved     Partially Achieved     Not Achieved     Not Applicable     Follow-up Necessary

## STANDARD #6 – Case Record Compliance

### *Case records sampled showed:*

- A. Compliance with requirements for client eligibility, intake, and service delivery.
- B. CIRT records of assessment/reassessment, program enrollment and received services are accurate, entered in CIRT in a timely manner and agree with client and project records:
  - 701S attempts are made within three business days after receipt of a client referral and completion of assessments are no later than 14 business days from initial contact.
  - Reassessments are completed 365 days after the prior assessment through the end of the month.

### RESPONSE:

- A.) The Program Manager randomly sampled ten (10) client files for review purposes. Through the file review, it was identified that paratransit clients were not formally notified of the provider's Complaint Procedure or made aware of their HIPAA Policy and Procedure, although they were directed to visit the website. During the visit, a recommendation was made to include this information in the client's initial application or intake documents; the provider has revised their Demand Response Service Guide and their Eligibility Application for Paratransit Services to include this information. A copy was submitted to the AAAPP and no additional action is required. Please see **Attachment I.** for details.
- B.) Of the files reviewed, the CIRT program enrollments and received services were accurate and entered in a timely manner. Transportation does not complete any 701 assessments or screenings.

Achieved  Partially Achieved  Not Achieved  Not Applicable  Follow-up Necessary

**STANDARD #7 – CIRTS Exception Reports**

*CIRTS Exception Reports are accurate and exemplify 100% accuracy (OAA REGISTERED SERVICES ONLY). Specific Older Americans Act Reports include:*

- *Assessment Due Report;*
- *ACTV, APPL, APCL Clients Moved To Another PSA;*
- *ACTV Clients Not Served In A Time Range (Defaults To 14 Months);*
- *Clients Served Not Enrolled;*
- *Consumer Age Verification;*
- *Possible Duplicate Clients;*
- *ACTV Pace Clients Who Are ACTV, APCL, Or APPL In Another Program;*
- *CIRTS Data Clean Up;*
- *ACTV MLTC Clients Who Are ACTV, APCL, Or APPL In Another Program, and*
- *Data Inconsistencies Found When Comparing Vital Statistics Death Certificates With CIRTS*

**RESPONSE:**

AAAPP Program Manager reviewed all CIRTS reports prior to the monitoring visit. The provider addressed all exceptions appropriately. No concerns noted.

Achieved  Partially Achieved  Not Achieved  Not Applicable  Follow-up Necessary

**STANDARD #8 – Budgetary Compliance**

*Budgetary Compliance:*

- A. Provider is serving or has a plan to serve the number of proposed units as identified in the service provider application.
- B. For the month of **March**, the Provider has a clear audit trail for units of service entered in CIRTS as indicated by a review of client files, service logs, monthly summaries, and quarterly reports to the AAAPP.

**RESPONSE:**

- A.) The provider is meeting or is on track to meet all budgetary goals proposed in the most current approved Service Provider Application.
- B.) The provider served 352 units under LSP funding and 724 units under OAA funding during the month of March. Per the supporting documentation provided, all units rendered have been reconciled and no concerns were noted.

Achieved  Partially Achieved  Not Achieved  Not Applicable  Follow-up Necessary

**STANDARD #9 – Consumer Satisfaction**

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

- A. Home visits and/or Client Interviews (including service observation, if possible) in order to reveal effective delivery of service.
- B. Client satisfaction surveys accompanied by a Satisfaction Survey Summary Report.

**RESPONSE:**

- A.) The Program Manager had the opportunity to interview a willing Title IIIB/LSP Transportation Service recipient. Please see **Attachment II.** for specific details.
- B.) Clients have the opportunity to submit a Pasco County Customer Comment Card to any driver or staff member throughout the year. Additionally, clients may utilize the Pasco County Public Transportation website to submit the Customer Comment Card online. The Administrative Services Manager has created a new Client Satisfaction Survey for 2017 which was distributed in early December for clients to return (postage-paid) by December 31, 2017.

This standard is partially achieved as the provider was unable to locate the 2016 client satisfaction surveys or summary report.

Achieved  Partially Achieved  Not Achieved  Not Applicable  Follow-up Necessary

**STANDARD #10 – 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 response and resolution.
- B. Provider has approved Complaint Policies, Procedures and Logs, including documentation of the Service Provider response and resolution.
- C. **(LEGAL PROVIDERS ONLY)** Provider has internal Grievance policies and procedures that address both denial of service and complaints by clients about manner or quality of legal assistance.
- D. Provider has approved Incident Policies, Procedures, and Logs, including documentation of the Service Provider response and resolution.

**RESPONSE:**

- A.) Grievance policies and procedures were reviewed. No concerns noted. No grievances to date for 2017.
- B.) Complaint policies and procedures were reviewed. No concerns noted. Two complaints were logged in 2017 and both were fully resolved. No concerns noted.
- C.) N/A
- D.) All incident policies and procedures were reviewed. No concerns noted.

Achieved  Partially Achieved  Not Achieved  Not Applicable  Follow-up Necessary



**STANDARD #11 – Voluntary Contributions**

*Provider has a voluntary contribution system in place conforming with the Older Americans Act:*

- A. Approved Voluntary Contributions Policy/Procedures
- B. Sample letter provided to client requesting voluntary contributions and clearly conveying that services are free of charge.

**RESPONSE:**

- A.) The provider has a Voluntary Contributions Policy in place that is consistent with the Older Americans Act.
- B.) During the visit, it was identified that clients were not being notified that they have the opportunity to voluntarily contribute to the cost of the service. The provider has revised their Demand Response Service Guide to include a statement regarding voluntary contributions which also clearly states that transportation services are provided at no cost to the client. A copy of the revised Demand Response Service Guide was submitted to the AAAPP and no additional action is required.

Achieved    Partially Achieved    Not Achieved    Not Applicable    Follow-up Necessary

**STANDARD #12 – Regulatory Compliance**

*OAA Provider is in Regulatory Compliance with:*

- A. OAA services reviewed are being provided in accordance with the most current DOEA Program And Services Handbook and the most current approved Service Provider Application
- B. Provider complies with all regulations pertinent to the service being provided (I.E, fire, health inspections, Licensure, etc.)
- C. The Provider is acting in accordance with the Florida Statute 119.071 (5) requiring any agency that collects social security numbers to provide a written explanation to the individual the reason for its collection.
- D. Health Insurance Portability and Accountability Act (HIPAA) requirements including policies/procedures.

**RESPONSE:**

- A.) Transportation services are provided in compliance with the most current DOEA Program and Services Handbook and the most current approved Service Provider Application.
- B.) The provider is compliant with all regulations pertinent to the service provided.
- C.) The provider complies with F.S. 119.071(5) that requires a written explanation to the individual for collection of social security numbers.
- D.) As also stated in Standard #6, clients were not made aware of the provider’s HIPAA Policy and Procedures. The provider has revised their Eligibility Application for Paratransit Services to include a statement regarding HIPAA and how PCPT may use Protected Health Information. Copies of the Eligibility Application for Paratransit Services and the provider’s HIPAA Policy and Procedure have been submitted to the AAAPP; no additional action is required.

Achieved    Partially Achieved    Not Achieved    Not Applicable    Follow-up Necessary

**STANDARD #13 – Involvement with the ADRC**

*Provider is involved with the Aging and Disability Resource Center (ADRC) and abides by the no-wrong-door system:*

- A. Maintains partnership with the ADRC, state, and community agencies to ensure that regardless of which agency people contact for help, they can access information about the options available across all the agencies and in their communities.
- B. Services not arranged through agency contracts should be obtained through referrals to other community resources (i.e. ADRC, volunteer agencies, informal networks and/or proprietary agencies that charge fees).
- C. If applicable, essential information is captured about the nature of the person’s physical, mental and functional abilities, concerns, limitations or problems, as well as general background information during the 701S intake process to assist in screening for eligibility and applicable program and service referrals. Potential LTCC clients are referred to the ADRC for the appropriate screening measures.

**RESPONSE:**

- A.) The provider maintains a positive partnership with the ADRC and other community agencies to ensure referrals receive the assistance they need. If the provider receives a referral from someone in need of additional services, a referral is made to the ADRC.
- B.) The provider ensures referrals are made to community resources as appropriate.
- C.) N/A

Achieved    Partially Achieved    Not Achieved    Not Applicable    Follow-up Necessary

**STANDARD #14 – Subcontractors**

*Provider monitors subcontractors as required by the Standard Contract (if applicable).*

**RESPONSE:**

The provider has three (3) active subcontractors that are utilized to supplement the provider’s paratransit service. The provider has submitted a copy of their Administrative Requirements Monitoring Record that will be used to monitor all subcontractors that provide transportation services to OAA/LSP clients in 2018.

This standard is not achieved as the subcontractors were not monitored in 2017 as required per the Standard Contract.

To ensure future compliance with this standard, a copy of the Administrative Requirements Monitoring Record performed for each of the three (3) active subcontractors must be submitted to the AAAPP by February 28, 2018.

Achieved    Partially Achieved    Not Achieved    Not Applicable    Follow-up Necessary

**STANDARD #15 – Volunteers**

*Provider has policies/procedures governing the utilization of volunteers.*

**RESPONSE:**

The provider does not utilize volunteers. A procedure is in place regarding the protocols/requirements for Level II Background Screening should they utilize volunteers in the future.

Achieved  Partially Achieved  Not Achieved  Not Applicable  Follow-up Necessary

Submitted by: Elizabeth Heyne, AAAPP Program Manager

Date: December 21, 2017

Signature: *Elizabeth Heyne*



## Area Agency on Aging of Pasco-Pinellas, Inc. Client File Monitoring Tool for Unregistered Services

Organization: Pasco County Public Transportation  
Unregistered Service: Transportation

Questions	CB 1001309006	FC 1000102815	VD 1001357772	RG 1001304835	MK 1001299924	FM 1001482427	AP 1000125541	SR 1001386345	CS 1000106824	SW 1001407040	Comments
Was an Intake/Registration Form completed and if applicable, updated annually?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Via Eligibility Application for Paratransit Services
Was Client Eligibility Verified? (see "Service Eligibility for OAA Programs")	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Has OAA Priority for Service Delivery been established?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Did the worker obtain a signed Release of Information/HIPAA form?	N (1)	N (1)	N (1)	N (1)	N (1)	N (1)	N (1)	N (1)	N (1)	N (1)	(1) See Standard #6 and #12. The Eligibility Application for Paratransit Services was updated to include this information. No additional action required.
Was the client notified of why their ss# information is being used? (if applicable)	Y	Y	Y	Y	Y	Y	N (2)	Y	Y	Y	(2) The document was not in the client's file. Provider mailed a copy to the client. No additional action required.
Did the worker notify the client of their current Complaint Procedure?	N (3)	N (3)	N (3)	N (3)	N (3)	N (3)	N (3)	N (3)	N (3)	N (3)	(3) See Standard #6. The provider has revised their Demand Response Service Guide for paratransit clients. No additional action required.
Are monthly units correctly reconciled?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Do Progress Notes reflect the last contact?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Does documentation support a change in service delivery?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Notes	ACTV	ACTV	ACTV	ACTV	ACTV	ACTV	ACTV	ACTV	ACTV	ACTV	

Yes = Compliant  
No = Non-Compliant and Comment is required  
N/A = Not/Inapplicable

**OAA CLIENT INTERVIEW QUESTIONNAIRE**

**AGENCY & SERVICE:** Pasco County Public Transportation

1. **How did you hear about the service you are currently receiving?**  
"From the Social Worker at DaVita"
2. **How long have you been receiving services from this agency?**  
"Since April 2016"
3. **Do you have a particular contact person you speak with about services?**  
"No, I call DaVita if the driver is late"
4. **Do you know how to contact him/her or the agency providing the service?**  
"DaVita makes all of the arrangements for my trips"
5. **How often do you receive this service?**  
"Three times each week to go to dialysis"
6. **Do you feel this service allows you to remain home independently?**  
"I'm unsure how to answer that"
7. **Have you ever had to make a complaint about the services you receive or the person providing the services?**  
"I've called DaVita to complain when the bus is late"
8. **How do you rate the quality of the service you are currently receiving and/or the agency providing it?**

<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

9. **What is the reasoning for your choice rating regarding question #8?**  
"It depends on the driver. If we're talking about Mike, excellent rating. Others are fair."
10. **If you could change anything about the service you receive or the agency providing it, what would you change?**  
"I would recommend they change some of the routes. Sometimes the trips are too long and I feel it is because they take back roads or the long way. They need to know the west route versus the east route and also the best route to take. It can also be very uncomfortable taking a back road that might be bumpy after being at dialysis for hours. Also, they need to be on time for pick-up. I've had to wait over an hour after my dialysis appointment to get home."

**INTERVIEWER OBSERVATIONS:**

The Program Manager had the opportunity to ride along on the paratransit bus during the monitoring visit. The client interviewed was taking a medical trip to a dialysis appointment in Port Richey from her home in Holiday. The driver, Mike, went to the client's home and assisted the client from her front door and onto the bus. As the client was preparing for a several hour-long dialysis treatment, she had a large bag and pillow to keep her comfortable; Mike carried her bag and she expressed how thankful she was that he always provides door-to-door service for her so she does not have to carry those items. The Program Manager provided the client with information on the Aging & Disability Resource Center and encouraged her to call if she required any additional assistance.

Submitted by: Elizabeth Heyne, Program Manager

Date: December 21, 2017

***For OAA Use Only***