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September 12, 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 programmatic monitoring report for the Older Americans Act Title III-B/LSP (#18-08) Transportation program completed on July 25<sup>th</sup> and August 8<sup>th</sup>, 2018 by Elizabeth Heyne, Program Manager. The cooperation of Kurt Scheible, Chris DeAnnuntis, Le'Sion Parrott 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.

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,

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.**  
**2018 LSP/ IIIB/IIIIEG 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>	July 25 <sup>th</sup> and August 8 <sup>th</sup> , 2018
<b>PARTICIPANT(S)</b>	Chris DeAnnuntis, Administrative Services Manager Kurt Scheible, Public Transportation Director
<b>MONITOR(S)</b>	Elizabeth Heyne, 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 #4 Programmatic Reporting and Standard #9 Consumer Satisfaction were partially achieved during the December 1<sup>st</sup>, 2017 monitoring visit. Significant progress was made with submitting reports in a timely manner (Standard #4). Additionally, consumer satisfaction surveys were conducted and a summary was available for the 2018 monitoring visit (Standard #9). Please note, satisfaction surveys must continue to be conducted annually for OAA/LSP clients and made available to the AAAPP as requested. No additional action required at this time for these standards.

Standard #14 Subcontractors was not achieved during the 2017 monitoring visit. PCPT submitted their records of subcontractor monitoring on February 28<sup>th</sup>, 2018 as outlined in the 2017 Programmatic Monitoring Report. The monitoring records for the two active subcontractors, Medfleet and Stretcher Limo, were reviewed and the submission satisfied the requirement of monitoring each subcontractor paid from OAA/LSP funds as required per the Standard Contract. Please note, per PCPT Public Transportation Director, Kurt Scheible, subcontractors are no longer utilized for any OAA/LSP transportation in FY2018. No additional action required at this time.

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. 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. Provider currently utilizes an Older Americans Act Prioritization Instrument in accordance with the Provider’s Prioritization Policy.
- D. A random sample of client files from the Assessed Prioritized Consumer List (APCL) in CIRTS will be requested for review during the monitoring visit. Please have all waitlist information, files, policies and procedures available.

**RESPONSE:**

A.) Provider outlined their plan to target individuals in their 2018 Continuing Application. Review of policies, procedures and client files reflected the plan is being implemented appropriately.

B.) Per the current Quarterly Report (Qtr. 2), the provider has exceeded or is on track to serve the proposed number of clients:

OAA	Proposed	Achieved	LSP	Proposed	Achieved
Social Need	80	143	Social Need	20	21
Economic Need	99	231	Economic Need	25	68
Minority	52	58	Minority	13	29
Low-income minority	20	58	Low-income minority	5	37
Rural	28	46	Rural	7	19
Limited English	20	31	Limited English	5	20
At Risk for Placement	68	15	At Risk for Placement	17	17

C.) A prioritization policy is in place (PCPT Title III-B Prioritization Policy). Per the policy, all requests for services are prioritized ensuring services are provided to those in greatest need (economic, social, etc.) and priority is given by trip purpose (medical, congregate dining, grocery shopping, ADC, etc.).

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. The certificate must be submitted to the AAAPP for all 701 assessors and will be verified during monitoring.
  - 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 is conducted annually for all applicable program staff.

**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.) Program Manager verified, by review of training logs, that elder abuse training was conducted throughout June 2018 for all PCPT staff.

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 2018. No concerns noted.
- B.) All quarterly reports are submitted on time and are considered accurate.
- 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 submitted by the 20<sup>th</sup> of each month and are considered accurate

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)**

The provider has implemented the strategies detailed in the current Service Provider Application including:

- using available CIRTS reports to track outcome achievement
- each exception is addressed on the outcome measures report monthly detailing the factors that enhance or inhibit ability to achieve outcome measures
- appropriate actions, including staff training to address outcomes which are not achieved, are included in the quarterly narrative of the outcome measures report

#### 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**

*Using the AAAPP Client File Monitoring Tool, case records sampled showed:*

- A. Compliance with requirements for client eligibility, intake, and service delivery.
- B. CIRTS records of assessment/reassessment, program enrollment and received services are accurate, entered in CIRTS 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. Of the ten (10) requested files for review, eight (8) of the applications were completed prior to the paratransit application that was revised, as recommended, in 2017 and therefore did not have a signed document acknowledging PCPT's HIPAA policy. However, all clients were notified of PCPT's HIPAA Policy via their Demand Response Service Guide which is provided following the approval of their submitted application. Signed HIPAA acknowledgment forms were provided as a follow-up item for seven (7) of the eight (8) clients. One of the clients informed PCPT earlier this year that he was cancelling services; PCPT attempted to contact, but the client could not be reached. Please see **Attachment I.** for specific details of the client file review.
- B.) CIRTS program enrollments were accurate and entered into CIRTS in a timely manner. Based on the audit trail month selected for review, the received services (trips) for the ten (10) clients reviewed balanced with the units entered in CIRTS and with the provider's internal recordkeeping.

Transportation does not complete any 701 assessments or screening.

Achieved    Partially Achieved    Not Achieved    Not Applicable    Follow-up Necessary

## STANDARD #7 – CIRTS Exception Reports

*CIRTS Exception Reports are reviewed on a regular basis and exemplify 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. All reports were clear with no exceptions. No concerns noted.

Achieved  Partially Achieved  Not Achieved  Not Applicable  Follow-up Necessary

## STANDARD #8 – Budgetary Compliance

### *Budgetary Compliance:*

- Provider is serving or has a plan to serve the number of proposed units as identified in the service provider application.
- For the month of **MAY**, 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:

- The provider is serving and has a plan to serve the proposed number of units identified in their service provider application.
- An audit trail was performed for the client files selected for review. There was a clear audit trail for the units of service entered for all ten clients reviewed as verified by the Route Match report, fiscal reconciliation spreadsheets and CIRTS reports.

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. Policies and procedures related to consumer satisfaction detailing how satisfaction will be measured annually.
- B. Home visits and/or client interviews (including service observation, if possible) in order to reveal effective delivery of service.
- C. Client satisfaction surveys accompanied by a satisfaction survey summary report for the last fiscal year.
- D. Provide status on the timeframe for the client satisfaction survey in the current fiscal year (will vary depending on when monitoring visit occurs).

**RESPONSE:**

- A.) A policy is in place related to consumer satisfaction.
- B.) The Program Manager had the opportunity to shadow a driver on a scheduled medical (dialysis) trip; no concerns noted. The Program Manager also interviewed an active client receiving OAA funded transportation. Please see **Attachment II.** for specific details.
- C.) The satisfaction survey summary report for surveys conducted in 2018 was reviewed with no issues noted.
- D.) Per the consumer satisfaction policy, the provider will conduct surveys at a minimum of once every 12 months and more frequently as deemed necessary. Clients also have the opportunity to submit a Pasco County Customer Comment Card online via the PCPT website or submit the comment card to any driver or staff member throughout the year.

Achieved    Partially Achieved    Not Achieved    Not Applicable    Follow-up Necessary

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**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's response and resolution.
- B. Provider has approved complaint policies and procedures. Complaints are recorded using the appropriate AAAPP narrative and log which will include documentation of the service provider's 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 2018.
- B.) Complaint policies and procedures were reviewed. No concerns noted. Three (3) complaints were logged YTD in 2018 and all 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/Procedure
- B. Sample letter and/or sign related to voluntary contributions which clearly convey that services are free of charge and all contributions shall be used to increase service availability.

**RESPONSE:**

- A.) The provider has a Voluntary Contributions Policy in place that is consistent with the Older Americans Act.
- B.) Clients are notified via the Demand Response Service Guide that they may voluntarily contribute. The statement clearly conveys that services are provided at no cost to the client.

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. 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 collection.
- D. Health Insurance Portability and Accountability Act (HIPAA) requirements including policies/procedures.
- E. Provider is in compliance with the Provider Conflict of Interest Program Procedure (PR 132) issued 12/2017.
- F. Provider submits their Comprehensive Emergency Management Plan/Continuity of Operations Plan annually as required.

**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. A copy of the most recent annual Transportation Disadvantaged/CTC audit, prepared by Pasco County Metropolitan Planning Organization, was reviewed and received.
- 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.) HIPAA requirements are being adhered to. Policies and procedures are in place.
- E.) The provider is in compliance with the Provider Conflict of Interest Program Procedure.
- F.) The CEMP/COOP was submitted in FY2018 as required.

Achieved    Partially Achieved    Not Achieved    Not Applicable    Follow-up Necessary

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**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 shall monitor, at least once per year, each of its subcontractors that are paid from OAA/LSP funds as required by the Standard Contract and will:*

- A. Submit a copy of the programmatic monitoring record to the AAAPP upon completion to ensure contractual compliance.
- B. Submit a copy of all subcontracts to the AAAPP within thirty (30) days of execution of each subcontract agreement.

**RESPONSE:**

N/A. Per the Public Transportation Director, PCPT no longer utilizes subcontractors for any OAA/LSP funded transportation.

Achieved    Partially Achieved    Not Achieved    Not Applicable    Follow-up Necessary

**STANDARD #15 – Volunteers**

*Provider has policies/procedures governing the utilization of volunteers and submits the Department of Elder Affairs Volunteer Activity Report annually as required.*

**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

Date: September 11, 2018

Signature: Elizabeth Heyne



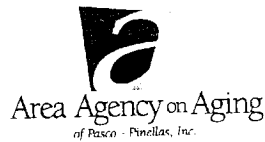
**Area Agency on Aging of Pasco-Pinellas, Inc.  
Client File Monitoring Tool for Unregistered Services**

Organization: Pasco County Public Transportation

Unregistered Service: Transportation

Questions	DB 1001583690	DD 10017222285	AF 1001478318	BG 1001631425	JH 1001305173	MM 1000696688	MS 1001408190	SS 1001513985	LS 1001619929	BY 1001388706	Comments
Was an intake/registration form completed and, if applicable, updated annually?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
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 using an approved prioritization tool?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	PCPT revised the paratransit application in December 2017.
Did the worker obtain a signed Release of Information/HIPAA form?	Y	Y	Y	Y	Y	Y	Y	Y	N (1)	Y	PCPT attempted to contact client by telephone and mail to obtain signed HIPAA acknowledgment. Client notified PCPT in May 2018 that he would no longer be utilizing the services.
Was the client notified of why their SS# is being collected?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Did the worker notify the client of their current Complaint Procedure?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Notified via Demand Response Service Guide mailed with application acceptance letter.
Based on the audit trail month selected for review, do the units entered in CIRTS balance with the provider's internal recordkeeping?	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
Do notes within the client's file reflect the current status of the client?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
If service frequency increased/decreased at any time during the fiscal year, were notes updated accordingly?	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
<b>Notes - Application Received:</b>	4/24/2017	2/19/2018	11/17/2017	6/27/2017	4/24/2017	9/21/2017	11/20/2017	3/2/2018	5/19/2017	8/29/2016	

Yes = Compliant  
No = Non-compliant and comment is required  
N/A = Not applicable



**OAA CLIENT INTERVIEW QUESTIONNAIRE**

**AGENCY & SERVICE:** Pasco County Public Transportation (PCPT) – Transportation

- 1. **How did you hear about the service you are currently receiving?**  
"Through the ADRC at the AAAPP"
- 2. **How long have you been receiving services from this agency?**  
"About a year"
- 3. **Do you have a particular contact person you speak with about services?**  
"No, just anyone in dispatch"
- 4. **Do you know how to contact him/her or the agency providing the service?**  
"Yes, I have the number"
- 5. **How often do you receive this service?**  
"My mom uses PCPT Monday-Friday for a ride home from adult day care"
- 6. **Do you feel this service allows you to remain home independently?**  
"Yes, it helps a lot"
- 7. **Have you ever had to make a complaint about the services you receive or the person providing the services?**  
"Only once and they resolved it immediately"
- 8. **How do you rate the quality of the service you are currently receiving and/or the agency providing it?**

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

- 9. **What is the reasoning for your choice rating regarding question #8?**  
"There is sometimes a delay in the pick-up time from the center or they may have many clients to drop off which then takes longer for my mom to get home. I'm okay with it though because it helps me and I know she is being watched."
- 10. **If you could change anything about the service you receive or the agency providing it, what would you change?**  
"Nothing"

**INTERVIEWER OBSERVATIONS:**

The interview was conducted via telephone with the caregiver of a client that uses PCPT for a ride home from the Claude Pepper Senior Center Monday through Friday. The caregiver is very thankful for the door-to-door transportation services provided. The Program Manager discussed resources available through the Aging and Disability Resource Center and encouraged the client to call the ADRC for any additional information.

Submitted by: Elizabeth Heyne

Date: 9/11/18

For OAA Use Only