2024 Request for Proposal Older Americans Act/Local Services Program Chore, Homemaker, and Adult Day Care Services Pasco County

Bidder's Conference Questions and Answers/Response to Inquiries

Question: What is the reimbursement rate for Adult Day Care Services?

Answer: Each respondent, as part of their application, must submit budget

schedules and cost analysis to support their requested

reimbursement rate. Negotiation of reimbursement rate will occur

with successful applicant.

Question: Do you already have to have an active license in Pasco County to

be able to apply for Adult Day Care services?

Answer: Per the Department of Elder Affairs Programs and Services

Handbook, Appendix A, Adult Day Care Service Description and Standards, the provider must be licensed by the Agency for Health Care Administration in accordance with Chapter 429, Part III, Florida Statutes, and Chapter 58A-6, Florida Administrative Code. An active license must be possessed by respondent for review of

awarding contract for Adult Day Care Services in Pasco County.

Question: Can more than one provider be awarded a contract per service?

Answer: Yes, more than one provider may be awarded a contract per

service, if recommended by the Area Agency on Aging of Pasco-Pinellas (AAAPP) Selection Committee, AAAPP Program and Planning Subcommittee, and if approved by the AAAPP Board of

Directors.

Question: Is there already a prioritization procedure in place for enrolling new

clients for services who have been waitlisted?

Answer: Yes. Please see Exhibit A of the Request for Procurement material

which contains the AAAPP Prioritization Procedure. All service providers funded under the Older Americans Act will prioritize clients to ensure services are provided to older individuals with greatest economic need and older individuals with greatest social need. To the maximum extent feasible, services are to be provided to low-income minority individuals, older individuals residing in rural areas, older individuals with limited English proficiency, and elders at risk of institutional placement, per the Older Americans Act. The need for service will be prioritized for all eligible individuals prior to service and at annual reassessment. All service providers, with the

exception of information and referral, will use these priority

procedures as approved by the Area Agency on Aging Board of Directors. Providers may add additional prioritization features to these minimum requirements.

Question:

Is there any special template for the Letter of Intent?

Answer:

No, there is no special template for the Letter of Intent. Please include the name of the organization, the intended service the proposal will be submitted for, and language stating the organization's intent to submit a proposal. The Letter of Intent is mandatory to accept a proposal and is due to the AAAPP by June 25, 2024. The Letter of Intent should be submitted electronically to the Programs @aaapp.org email address.

Question:

If an organization does not cover the entire Pasco County region, can an application still be submitted?

Answer:

Any entity/organization can submit a proposal in response to this competitive solicitation. The entire Pasco County region must be served with Older Americans Act services. If an organization/entity should only serve part of the region, their submitted proposal should address how the entire county will be served which could include but is not limited to partnering with sister organizations who have also submitted an application, utilizing subcontractors, or how the existing organization will expand to serve the entire county prior to services beginning on September 1, 2024. More than one applicant can be awarded a contract as recommended and approved by the AAAPP Selection Committee, AAAPP Program and Planning Subcommittee, and the AAAPP Board of Directors.

Question:

Please advise if the chore portion that is part of this RFP will be the typical light chores that doesn't require material aid, or will this have the enhanced chore services that includes material aid?

Answer:

The services of Enhanced Chore and Material Aid are NOT included in this RFP. Chore is defined by the Florida Department of Elder Affairs Programs and Services Handbook, Appendix A, as "the performance of routine house or yard tasks, including such jobs as seasonal cleaning; yard work; lifting and moving furniture, appliances or heavy objects; household repairs which do not require a permit or specialist; and household maintenance.

Question:

Are you able to provide a copy of previously submitted applications for these services from the most recent past RFP for Pasco County?

Answer: Previously submitted applications for Chore, Adult Day Care, and

Homemaker services from the most recent past RFP, occurring in

2020, for Pasco County are attached to this document.

Question: If there are no successful applicants awarded a contract for Adult

Day Care services, would the AAAPP be willing to work with a current Adult Day Care center who is interested in obtaining a

license in Pasco County.

Answer: In the event that no applications are received or none of the

applications received are awarded a contract, the AAAPP would work with the Florida Department of Elder Affairs to arrange for an appropriate plan of action for currently enrolled clients receiving Adult Day Care services. Further, the AAAPP would continue to work with interested parties in increasing Adult Day Care capacity

in Pasco County.

Question: Is it the AAAPP's preference for all three of these services to go to

one vendor/provider as it has done in the past?

Answer: There is no preference to the number of providers that apply and/or

who ultimately are awarded contracts for each of these services. The goal of this RFP is to ensure the services of Chore, Adult Day Care, and Homemaker services are provided to seniors in need under the Older Americans Act by a qualified provider or qualified

providers.



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OLDER AMERICANS ACT & LOCAL SERVICES PROGRAM SERVICE PROVIDER APPLICATION Bid Cycle January 2021 to December 2026

IIIB/LSP ADC Services

TABLE OF CONTENTS

Table of Contents	2
I.A. Service Provider Summary Information	4
A. PROGRAM MODULE	27
II.A.1 Needs Assessment	5
II.A.2. Provider Qualifications	10
II.A.3. Provider Capabilities	12
II.A.4. Targeting/Outreach	14
II.A.5. Identifying and Prioritizing Clients	18
II.A.6. Process for Reducing or Terminating Services	24
II.A.7. Eligibility and Assessment/Reassessment Process	26
II.A.8. Client Confidentiality	29
II.A.9. Quality Assurance	38
a. Consumer Satisfaction	
b. Internal Evaluation Process	
III.A Description of Service Delivery	43
III.A.1. Site Location	43
III.A.2. Specific Service Activities	44
III.A.3. Explanation of Proposed Staffing	47
III.A.4. Current/Proposed Job Descriptions and Qualifications	49
III.A.5. Cost Efficiency and Program Effectiveness Plan	52
III.A.6. Documentation of Effective Management	56
IV.A. Transition Plan	57
B. CONTRACT MODULE	
I.B.1. Audited Financial Statement	58
I.B.2. Certification of Operating Funds	59
I.B.3. Statement of No Involvement	60
I.B.4. Insurance Coverage	61
Cost Presentation	
II. Allocation Methods	
II.B.1. Personnel Cost Flow Worksheet	62
II.B.2. Supporting Budget Worksheet	70
II.B.3. Supporting Budget Schedule by Program Activity	75
II.B.4. Six Year Rate Quote	79
II.B.5 Match Commitment Forms	80
II.B.6. Availability of Documents	81

C. ATTACHMENTS

- I. CARES Organizational Chart
- II. CARES 2020 Board of Directors Directory
- III. CARES Service Prioritization Policy and Procedures
- IV. CARES Handling Complaints Policy and Procedures
- V. CARES Current Job Descriptions
- VI. CARES 2019 & 2020 Outside Monitoring Reports
- VII. CARES Letters of Support
- VIII. CARES 2019 Audited Financial Statement

I.A. SERVICE PROVIDER SUMMARY INFORMATION PAGE

ORIGINAL SUBMISSION [X] REVISION []

1. PROVIDER INFORMA Executive Director: (Name/Address/Phone)	TION Jemith Rosa 12417 Clock Tower Parkway Hudson, FL 34667 (727) 862-9291	2. GOVERNING BOARD CHAIR (Name/Address/Phone) Steve F. Spina, PHD 6340 Huntington Drive Zephyrhills, FL 33542 (813) 714-+292			
Legal Name of Agency:		Name of Grantee Agency:			
Community Aging & Retirement Services, Inc dba CARES		Community Aging & Retirement Services, Inc dba CARES			
Mailing Address:	12417 Clock Tower Parkway Hudson, FL 34667	3. ADVISORY COUNCIL CHAIR (If Applicable): (Name/Address/Phone)			
Telephone:	(727) 862-9291				
4. TYPE OF AGENCY/OI	RGANIZATION:	5. PROPOSED FUNDING PERIOD:			
	PRIVATE PUBLIC	January 1, 2021 – December 21, 2026			
PRIVATE FOR PROFIT [1	A. New Applicant X B. Continuation			
6. FUNDS REQUESTED:					
[X] OAA Title IIIB ADC		OAA Title VII			
		[] USDA			
OAA Title III -C2		[] Other (Specify)			
OAA Title IIID		[X] LSP ADC			
[] OAA Title IIIE					
7. SERVICE AREA:					
[X] Single County Pasco Co					
Multicounty: List:					
Selected Communities of a County. Specify: Pasco County					
8. ADDRESS FOR PAYMENT OF CHECKS ITEM #: [X] #1 [] # 2					
9. CERTIFICATION BY AUTHORIZED AGENCY OFFICER:					
I hereby certify that the contents of this document are true, accurate, and complete statements. I acknowledge that					
intentional misrepresentation or falsification may result in the termination of financial assistance.					
Name: Jemith Rosa	p	Signature:			
Title: President/CE	30	Signature: 4/1/2020			

A. PROGRAM

II.A.1. NEEDS ASSESSMENT:

When the frail elders find themselves alone or in questionable health their loss of independence due to the absence of support from relatives, friends, and neighbors is particularly threatening. Nowadays, families are increasingly scattered across the country and this fact is very evident in Pasco County where most elders are transplants from the other areas of the country. Additionally, the support of friends and/or neighbors is questionable in our society where the pressures of friends and neighbors own day-to-day existence are significant.

The Florida Statute creating the Department of Elder Affairs states that the department shall "assist elderly persons to secure needed services in accordance with personal choice and in a manner that achieves or maintains autonomy and prevents, reduces or eliminates dependency". To this end, a primary priority for the Florida Department of Elder Affairs is: To help frail elders remain in their homes and in the community.

Statistics have indicated that 65% of those over the age of 65 own their own homes and that home ownership is more common among the elderly than the rest of the population. In Pasco County, this figure is even greater than the national average. Additionally, most older persons "age in place" in their own home. In order to provide the kind of safe and pleasant living environment that will help elders maintain their independence, we need to find creative ways to maintain and improve their living environments so that they can continue to live in the community as they age. We need to enhance the delivery of community-based services to assist older persons to remain safe and independent in their homes. Homemaker, Chore and Adult Day Care are service that help individuals achieve their goal of remaining in their homes.

According to the Department of Elder Affairs 2018 Projections of Older Floridians living in Pasco County Report, which is the most recent edition, there are 152,963 persons age 60+ who reside in Pasco County, comprising 30% of the population. Pasco's 85+ population is 15,77 or 10% of its 60+ population. Additionally, the 85+ population had been the fastest growing segment of Pasco's total population and will continue to grow significantly. However, in recent years there has been an influx of younger population in the central part of the County which has lowered their percent of the total population according to last year's projections. This factor in no way lessens the importance and impact they have and will have respective of their need for service.

Pasco County waiting list data, as well as information indicated in DOEA's Assessing the Needs of Elder Floridians indicates that a majority of older adults who are 85+ have less disposable income than groups aged 60+. Faced with raising families during the late depression and the war years, they had little opportunity to save money from meager incomes and they were members of the work force prior to unionization and widespread introduction of pensions. Many women in this age group are economically disadvantaged. If they did work prior to retirement, most were employed in low-income jobs that offered little in the way of pension plans.

Like all persons in the 60+ age group, the 85+ individuals also express keen desires to remain in the community. But as the frailty of the 85+ individuals' increases they find it progressively more difficult to complete yard, household, housekeeping, shopping, and like tasks because their mobility, manual dexterity, hearing and eyesight will begin to fail at increasing rates.

Another dynamic of aging is reflected in living situations. Statistical data in DOEA's 2018 Florida County Profiles indicates that in Pasco County 32,895 or 22% of those who are over the age of 60 live alone. Of the 32,895 living alone, 21080 or 64% are female and 11815 or 36% are male. That older men are more likely to live with their spouses is partly due to women living, on average, seven years longer than men. Knowing the number of elders living with a spouse is important in assessing the needs of older adults. A spouse is often the first person called upon to be a caregiver.

Additionally, the National Institute on Aging has indicated that 22% of women over the age of 65 and 15% of men over the age of 65 need help to live at home and more than half of those who are 85+ have some form of functional disability. The National Institute on Aging estimates that of the 7.5 million elders who require long-term care almost 80% live in the community. CARES mission is to keep Pasco County's rapidly growing aging population independent and in their own homes for as long as possible as an alternative to facility-based long-term care.

The Department of Elder Affairs' Master Plan on Aging indicates that Florida's ability to meet the needs of its older residents will be challenged as that State's elder population expands during the 21st Century. Since 1990, Florida's elder population has increased by over one million (a 29% increase). However, the rate of growth is not homogenous among age groups; the oldest old increased the fastest. The number of persons 85 and older grew twice as fast as those younger than 60 and four times faster than persons age 60 to 84. furthermore, by 2020 when baby boomers start turning 75, demand for long-term care services will intensify.

At any one time, over 13 million spouses and adult children of disabled Elders, 7% of the adult U.S. population and one-in-eleven full-time workers face significant long-term care decisions. Just under 33% provide help with activities of daily living (e.g. eating, toileting, dressing, meal preparation, shopping) to disabled spouses or parents living at home. When they can, families, and to a lesser extent, friends and neighbors provide the bulk of long-term care to disabled elders. At the same time, there is a strategic role for formal services. Although some of the above statistics reflect state and national findings, they can be readily applied to Pasco County's elder populous.

As previously stated in Pasco County, 85+ population accounts for 3.1% of its total population and 10% of its 60+ population. Pasco's 85+ population has increased 46% since 2004 and it is expected to double by the year 2050.

The need for Adult Day Care Services is overwhelming as evident by the growth in attendance at our centers in Pasco County. The Area Agency on Aging 2012 Report of the Needs Assessment Survey provides solid responses from within the community that reflect how important Adult Day Care Services are to the community.

The Adult Day Care Services industry has grown remarkably over the last thirty years. The programs are growing as needs continue to change. People are living longer, and lifestyles have evolved to where the available time to care for a loved one is limited. Caregivers taking care of their elderly family members must juggle careers, family and their personal lives. Adult Day Care Services are being viewed as a relatively inexpensive alternative to institutional placement and an option to extend a person ability to remain in their homes.

Adult Day Care Services are community-based group programs designed to provide social and health services to adults who need supervised care in a safe place during the day. Adult Day Care Services differ from other forms of long-term care in its unique focus on the strengths and abilities of a person rather than on his or her illness or loss of functional abilities. The program also monitors medical conditions to prevent unnecessary hospitalization and reduce the cost of healthcare.

Adult Day Care Services also benefit the caregivers by enabling them to remain in the workforce or receive needed respite. Many of the caregivers work and are very dependent on the program to continue their employment.

Some caregivers need Adult Day Care Services because they too are elderly with multiple health problems and are unable to cope with the difficulty of caring for another person. They not only face caregiving responsibilities, including health care decisions for their loved one, but they tend to neglect their own health needs. All too often, the caregiver dies due to stress and failure to do preventive care for themselves.

Adult Day Centers serve as an emerging provider of transitional care and short-term rehabilitation following hospital discharge. As a preferred platform for chronic disease management, adult day centers are an interactive, safe and secure environment for participants requiring supervised daily care. While over half of all participants nationally have some level of dementia, other common chronic diseases among participants include chronic hypertension, physical disability, cardiovascular disease, diabetes, mental illness and developmental disability.

In Medicare there are 2.3 million re-hospitalizations within 30 days of discharge costing \$17.4 billion a year. Re-hospitalization is not just a hospital/physician's problem; it is a community/family problem. While 70.5% of seniors are discharged to home following a hospital stay, nearly one in five returns to the hospital again. Hospitals are now facing penalties for re-hospitalization of Medicare patients within a 30-day period.

Readmissions of elderly patients pose a huge financial burden on the American Healthcare System and can drastically impact the health and well-being of patients and family. Adult Day Services provide a reliable source of support, restore balance in times of crisis, and enhance overall quality of life for caregivers.

Family caregivers show an increase in beneficial stress hormone DHEA-S on days when they use an Adult Day Care Services for their relatives with dementia, according to researchers at Penn State and the University of Texas at Austin. DHEA-S controls the harmful effects of Cortisol and is associated with better long-term health. The researchers studied 151 caregivers of family members with dementia who attend an Adult Day Care Service at least two days a week. The team's result suggests that caregivers of family members with dementia who use Adult Day Care Services at least two times a week have increased DHEA-S levels on the day following the Adult Day Service visit. The results appear on-line in the American Journal of Geriatric Psychiatry.

The program makes available cost-effective care, while supporting individual autonomy. It allows for people to age in place and enhances the quality of life for the care receiver and the caregiver.

According to the Centers for Disease Control & Prevention (CDC), there are over 4,600 Adult Day Care Centers nationwide and at any given time there are over 286,300 persons being serviced. The 2010 MetLife National Study of Adult Day Care Services stated that the major reasons for enrollment into Adult Day Care Services were:

- a. Increase functional needs of the participant
- b. Caregiver respite
- c. Decline in the caregiver's ability to care for the participant
- d. Increase of behavior problems with the participant

The strengths of Adult Day Care/Health Services provide an extraordinary range of benefits designed to:

- a. Stabilize medical conditions
- b. Reduce crisis episodes of the elderly at emergency rooms through preventive monitoring and early intervention
- c. Prevent secondary disabilities caused by inactivity
- d. Improve functional ability through therapeutic and meaningful activities
- e. Prevent or delay unnecessary institutionalization
- f. Provide an alternative setting of health care to an aging population
- g. Increase health and wellness programs/services
- h. Improve or stabilize cognitive functioning
- i. Increase socialization opportunities
- i. Offer opportunities for friendship and decrease solation and loneliness
- k. Improve behavior and mood
- 1. Promote better nutrition
- m. Educate caregivers
- n. Provide respite to caregivers
- o. Improve the quality of life
- p. Promote consumer choice
- q. Increase the ability to access services and information
- r. Increase self-esteem and dignity
- s. Serve a community with a high population of elderly and enable them to age in place within the community

CARES Adult Day Care Services achieve these objectives through planned and coordinated activities, services and programs. The activities that are offered to the clients are designed and developed to meet health, functional and cognitive levels. The following are examples of activities that are age appropriate, have meaning and purpose that promote wellness, self-esteem, self-worth and dignity:

- a. Meaningful and therapeutic activities
- b. Health education
- c. Nutrition
- d. Medication management
- e. Exercise
- f. Monitoring of vital signs
- g. Individualized care plans
- h. Reminiscence use of sensory stimulation, arts and crafts.

CARES works closely with the Area Agency on Aging of Pasco-Pinellas, Inc. in helping to identify gaps in the service delivery system and develop recommendations consistent with issues as outlined in the Area Agency on Aging of Pasco-Pinellas, Inc. Summary Plan Document.

Attachment I CARES Organizational Chart

Attachment II CARES 2020 Board of Directors Directory

II.A.2. PROVIDER QUALIFICATIONS:

Community Aging and Retirement Services, Inc., dba CARES has been serving the needs of the elderly and disabled residents of Pasco County for 47 years as the Lead Agency through grant funding from the Department of Elder Affairs and the Area Agency on Aging of Pasco and Pinellas, Inc., Department of Children and Families Services, Pasco County CDBG and United Way of Pasco County.

CARES is a charitable, not for profit 501(c) (3) corporation that has provided quality and caring services to meet the needs of older persons and their families in Pasco County. CARES promotes quality of life and independence for adults through health, social, and supportive services. We work with health professionals, families, volunteers, donors and businesses who want elders to age positively and with dignity.

CARES operates a Non-Skilled Home Health Agency License number 299994876 and two Adult Day Care centers: License numbers 9045 and 9047. CARES Leadership each bring over 30 years' experience in the aging and healthcare fields.

CARES has an extensive background in providing Adult Day Care Services not only to OAA consumers but also to Community Care for the Elderly participants, Home Care for the Elderly participants, Alzheimer's disease Initiative participants, participants in Veterans program and participants with current Managed Care Organizations in the SMMCC LTC program. Participants in all the above programs live throughout Pasco County. CARES OAA/LSP Adult Day Care Program has and will continue to serve consumers in all parts of Pasco County. To ensure that Adult Day Care Service is available to consumers living in any area of Pasco County, CARES OAA Department's intake and service delivery sites are located in Dade City (East Pasco) and in New Port Richey (West Pasco).

Prior to hiring and to comply with the State Law requiring all persons who work with vulnerable populations receive a Level II Background Screening, CARES requires that all employees, volunteers & direct service providers are Level II background screened including but not limited to: live scan fingerprinting, along with the completion of the Direct Service Provider Attestation Form, the Background Screening Appointment Form & the Affidavit of Good Moral Character.

After notification by DOEA that the potential staff member has no disqualifying offences the new employee completes agency orientation conducted by CARES Human Resource Department. Staff members who have direct contact with clients have pre-service training that covers the following:

- a. Overview of the aging process
- b. Overview of the aging network
- c. Communications techniques with elders
- d. Abuse, neglect, exploitation and incident reporting agency procedures
- e. Client confidentiality
- f. Client grievance procedures

Additionally, on-going training is arranged and provided by CARES' Personnel Department according to CARES' annual training schedule. Documentation of training attendance is put in each staff person's personnel file. However, before the provision of Adult Day Service begins the following must take place:

- a. Adult Day Care Services begins with an assessment of the consumer's need. CARES OAA Center Manager administers the DOEA 701A assessment. The Center Manager has met the DOEA training requirements by completing the on-line DOEA assessment training and successfully passing the post training test. CARES Center Managers have extensive experience with the Adult Day Care Assessment (DOEA 701A).
- b. The assessment serves as the basis upon which the OAA /LSP Adult Day Care consumer's service plan is developed as well as determinate to the frequency and duration of the service. Additionally, the Center Manager completes associated paperwork including advisement of the consumer's right to file a grievance and right to privacy. Assessment and service provision data is entered into DOEA's Client Information Registration Tracking System (CIRTS).

II.A.3. PROVIDER CAPABILITY:

According to the Department of Elder Affairs Programs and Services Handbook (February 2020). Adult day care is a program of therapeutic social and health activities and services provided to elders who have functional impairments. Services are provided in a protective, community-based environment.

Adult day care centers shall be licensed by the Agency for Health Care Administration in accordance with Chapter 429, Part III, Florida Statutes, and Chapter 58A-6, Florida Administrative Code.

As licensed Adult Day Care Centers through the Agency for Health Care Administration, CARES is qualified and meets all requirements to provide the Adult Day Care Services.

The Community Care Department is composed of the following staff:

a. Programs Accountability Supervisor whose main role is to manage and supervise all of the OAA-Title III B and LSP Programs (Chores, Homemaker and Adult Day Care Services).

CARES East Pasco County Adult Day Care located in Dade City

- a. Center Manager 1 FTE
- b. Center Nurse 1 FTE
- c. Activity Coordinator 1 FTE
- d. Program Assistants 2 FTE

CARES West Pasco Adult Day Care Center located in New Port Richey

- a. Center Manager 1 FTE
- b. Center Nurse 1 FTE
- c. Activity Coordinator 1 FTE
- d. Program Assistants 3 FTE

Additionally, there are 2-FTE Data Entry Specialist in the West Pasco Office with full responsibilities of the data entry into the CIRTS System and monthly reports of Adult Day Care Services.

Center Managers are required complete DOEA's online Assessment Training and successfully pass the post training test. CARES intake personnel have extensive experience with the Assessment (DOEA 701A) and additionally, on-going training is arranged and provided by CARES' Human Resource Department according to CARES' annual training schedule. Documentation of training attendance is placed in each staff person's personnel file.

CARES has been linked to and entering data into DOEA's Client Information Registration Tracking System (CIRTS) since its inception. In March 2005 CIRTS went live as a web-based application and CARES now has its own connection to DOEA for CIRTS. We currently have three persons who enter data into CIRTS daily. For the OAA programs our CIRTS Specialists and the Case Coordinator enter and maintain the CIRTS records of the client's assessment, enrollment and received services. The client's received service is entered monthly by our CIRTS Specialists in aggregate units of service. Services are reconciled to CIRTS before submission to the Area Agency on Aging of Pasco-Pinellas, Inc.

Since CIRTS data includes not only client assessment information but also enrollment and received services data required for payment of services, the integrity of that data is critical. CARES has instituted a practice of checks and balance to ensure that all CIRTS data is correct.

Aging and Disability Resource Center - ADRC

CARES will continue to work with the AAAPP and the ADRC to ensure the continued integrity of CIRTS data. CARES staff reviews and reconciles the Chore APLC with the ADRC Unit on a monthly basis. There is continue communication among CARES and the ADRC Unit to ensure accuracy and data integrity. CARES continues to be an active partner in the ADRC stakeholders' workgroup meetings. In accordance with the Administration on Aging's (AOA) "no wrong door" concept, CARES works in tandem with the ADRC and abides by all requirements in the ADRC Referral Agreement with respect to receiving client referrals, updating referral records and compiling/generating statistical reports.

II.A.4. TARGETING/OUTREACH:

As this service is funded under the Older American's Act via the Area Agency on Aging, CARES will comply with the Area Agency on Aging of Pasco Pinellas, Inc.'s, Older Americans Act Prioritization Policy and Procedures. This Policy states:

"All service providers funded under the Older Americans Act will prioritize clients to ensure services are provided to older individuals with greatest economic need and older individuals with greatest social need. To the maximum extent feasible, services are to be provided to low-income minority individuals, older individuals residing in rural areas, older individuals with limited English proficiency, and elders at risk of institutional placement. The need for service will be prioritized for all eligible individuals prior to service and at annual reassessment. All service providers, apart from information and referral, will use these priority procedures as approved by the Area Agency on Aging Board of Directors".

CARES has developed a form which captures all the target items along with a policy with step by step procedures for competing and scoring the form to develop a prioritized waiting list based on the target items. The form and procedures have been approved by AAAPP.

TARGET GROUPS

CARES has established the following goals for the listed target groups:

OAA/LSP Targeting Categories	OAA IIIB Unduplicate d Clients	Percentage	OAA LSP Unduplicate d Clients	Percentage
Persons aged 60+ years	55	100.00%	35	100.00%
Greatest economic need	20	36.36.%	13	37.1%
Greatest social need	40	72.73%	31	88.6%
Minority	12	21.82%	8	22.8%
Low income minority (125%FPL)	7	12.73%	6	17.1%
Rural	20	36.36%	13	37.1%
Limited English Proficiency	16	29.09%	12	34.3%
At Risk of Institutional Placement	10	18.18%	9	25.7%

Information contained in the Elder Needs Index and American Community Survey found in the Area Agency on Aging Pasco/Pinellas 2020 Area Plan provides data on Pasco County. This information indicates that the cities of Hudson and New Port Richey on the west side; Zephyrhills, Lacoochee, and Trilby on the east side; and in central Pasco County, Wesley Chapel and Land o' Lakes are population clusters meeting our targeting and outreach criteria.

These data sources also indicate Pasco county does not have a large population of any minority group. There are pockets within the county including Dade City and Land O' Lakes with a larger minority population. While the entire county has no rural designation there are areas of rurality primarily in the northeastern Pasco County areas of Trilby, Lacoochee, and Trilacoochee.

Many Pasco communities have higher rates of poverty than the county average (13.6% of residents with incomes at or below the Federal Poverty Level): these areas include Dade City, Zephyrhills and Hudson.

This information provides a valuable starting point for targeting activities. CARES' commitment to serving the targeted populations is also anchored in its organizational foundation.

To fulfill the responsibility to implement action plans for reaching the targeted populations of:

- a. Individuals with greatest Economic need
- b. Individuals with greatest Social need
- c. Individuals at risk for institutional placement
- d. Lower income minority Individuals
- e. Individuals with limited English proficiency
- f. Individuals residing in rural areas

CARES OAA Department will provide community outreach in the following ways:

- a. Press releases
- b. Meeting with community groups and through distribution of agency/program materials to strategic sites including
 - i. nutrition sites- (will ensure that Nutrition Site Supervisors will always have enough supplies of CARES program/agency materials and brochures).
 - ii. DCF Adult Payments office
 - iii. public/governmental locations
- c. Attendance at community events
- d. Articles and public service notices pertaining to CARES and its services in the Pasco Shopper, a newspaper that is distributed widely in East Pasco
- e. Flyers about CARES services will be delivered by the Elderly Nutrition Program to home delivered meals consumers
- f. The East Pasco office will contact socially isolated individuals referred from the Pasco County Elderly Nutrition program for Telephone Reassurance and advising them of the services available in CARES OAA programs
- g. Partnerships with other community agencies

In addition to the general outreach for all targeted groups CARES recognizes that there are unique groups that may not be reached by the general outreach

Individuals at Risk of Institutional Placement

Individuals at risk of institutional placement are those that are unable to perform at least 2 ADLs without substantial assistance including verbal reminders, physical cuing or supervision which is the criteria that the DOEA CARES Unit uses to establish a Level of

Care (LOC) for placement in a SNF. Individuals requesting OAA service usually do not have a Level of Care determination indicating a need for placement. That being the case we can only look toward response scores of 2 or greater in the ADL section of the 701S or the 701A in identifying and targeting those consumers.

Individuals with greatest Economic and Social need

CARES with over 45 years of service to elders in Pasco County has intimate knowledge of the rural areas in the County where the social isolation is the greatest. Additionally, the 701A used at enrollment identifies individuals living alone which is an indicator of social need. An analysis of prior years' clients, the living alone situation in CIRTS reports indicates a significant number of OAA clients fall within this category. CARES has identified Pasco County BPL populations by census tracts and will focus its outreach efforts in areas where the percent of BPL population is either 14% or above or where the BPL population is over 1,000.

Individuals with Limited English Proficiency

Individuals in this category have difficulty communicating in English. Although this can be the result of a neurological disorder it is usually due to English not being the individual's primary language. In Pasco County individuals of Hispanic origin may have limited English proficiency. CARES staff diversity and its outreach efforts in areas with higher concentration of Hispanics allows it to reach out and communicate with those elders.

Other groups that outreach efforts will address include older individuals with severe disabilities; and individuals with Alzheimer's disease or related disorders. Development of partnerships and collaborations with organizations such as the Agency for Persons with Disabilities and The Alzheimer's Association will assist CARES in reaching those individuals who may be eligible for assistance under the OAA program.

EVALUATION OF TARGETING PLAN

Evaluation of the above strategies will be measured by the following:

- a. Increase in the numbers of low income and minority served.
- b. Measure the number of linkages made with minority groups and rural population
- c. Measure the number of minority and rural clients expressing satisfaction with the program.
- d. Evaluate collaborative efforts developed during the year.
- e. Measure increases in referrals from the minority community and rural areas

Furthermore, in order to successfully target and serve low income and minority populations, several organizational components are required:

- a. Specialized outreach.
- b. Availability of appropriate resources.
- c. Availability of translated resources and materials.

- d. Employee diversity.
- e. Bilingual and ethnic/culturally sensitive staff.
- f. Service staff with experience in the minority community and knowledge of the rural areas in the community.
- g. Accessibility to service sites (CARES has service sites located in East, West and Central Pasco close to areas where concentrations of very high to high need elders live.

II.A.5. IDENTIFYING AND PRIORITIZING CLIENTS

Under the best of circumstances, availability of services due to funding limitations for frail elders, falls short of meeting the community need. Therefore, informing potential consumers of available services/programs and identifying frail elders who are most in need of those services are essential steps in a sequence of steps leading to responsible resource allocation.

As an Older Americans Act provider CARES has established program specific priority procedures and forms to be used when prioritizing individuals for Older American Act funded services. These procedures are based upon Area Agency on Aging of Pasco-Pinellas Inc.'s Older Americans Act Prioritization Policy and Procedures and include the following criteria:

- a. Low-income minority individuals
- b. Older individuals residing in rural areas
- c. Older individuals with greatest economic need
- d. Older individuals with greatest social need
- e. Older individuals at risk of institutional placement
- f. Older individuals with limited English proficiency
- g. Service-specific requirements, which are consistent with DOEA minimum standards for the service
- h. Intake Screening and Assessment Risk Score (DOEA 701 A, B or C) as required for OAA Registered Services.

CARES will adhere to the Area Agency on Aging of Pasco-Pinellas, Inc. OAA Prioritization Policy where the staff will complete CARES OAA Client Service Prioritization form (approved by the AAAPP) for each prospective client and upon reassessment of active clients. The purpose of CARES OAA Client Prioritization Form is to provide an instrument for documenting essential information to establish an applicant's priority status for the OAA program. The sources for prioritization are the Older Americans Act areas of special emphasis (i.e. race, income, social isolation, rural living area, disabilities, etc.) and the essentialness of service specific needs.

The following list outlines the steps taken from either receipt of the notification by the ADRC of an individual placed on OAA service APCL or for an individual making an initial request directly to CARES for OAA services.

Step 1.

Notification by the ADRC of a referral:

Notification by the ADRC of a new APCL OAA Adult Day Care service individual initially goes to the Program Accountability Supervisor or to the appropriate center manager. The referral will provide a Client Identification Number. A request from the CIRTS manager for the printout of the 701S or 701A. A file will be established for each referral that will include the 701S or 701A, OAA Client Prioritization Form and a progress note.

Direct Requests to CARES - OAA Adult Day Care:

When a request for OAA funding for Adult Day Care Service is made directly to CARES, the staff receiving the information will give the name and Social Security number of the potential client to the CIRTS data entry worker who will verify as to whether or not the individual is in the CIRTS system. If it is determined that the potential client is not in the CIRTS system, the caller will be referred to the ADRC for completion of the 701S.

Step 2.

After a 701S is received from the ADRC, the center manager completes the CARES OAA Service Prioritization Form to assist in establishing a prioritized OAA waitlist. The center manager uses the 701S along with service specific needs information to complete information on CARES OAA Service Prioritization Form.

The following will provide an overview of CARES OAA Service Prioritization Form. A copy of the form and instructions for its completion are included in separate attachments (Attachment III) to these procedures.

CARES OAA Service Prioritization Form:

The information on the 701S and the OAA Prioritization Form is used to assist in determining prioritization. Other values of frailty or support situations can be factored into the determination of greatest need and highest risk.

A copy of the completed score totals with specific priority score will be entered into the CARES waitlist database with the indicated start date of services. A file will be established for each referral that will include the 701S or 701A, OAA Client Prioritization Form and a progress note.

<u>Note:</u> Completion of the above steps will be done each month for new individuals placed on the waiting list. Designated staff will run CIRTS reports each month for APCL clients and reconciled with CARES internal prioritization process. All terminations will be removed and identified each month.

Step 3.

Selection of Wait List individuals:

The purpose of the AAAPP OAA Prioritization Policy is to ensure that a systematic prioritization process is in place for the selection of eligible individuals for service. As indicated in the steps above individuals either referred by the ADRC or making direct requests for OAA Adult Day Care Services are prioritized using CARES Participant Prioritization Form. A client's chart contains the 701S, CARES Participant Prioritization Form and progress notes. The chart is reviewed and updated annually.

When openings occur, the selection of the next individual for admission is primarily made based upon the individual's OAA Priority score. However, service specific aspects for respective centers may sometimes come into play in the selection process.

Likewise, selection of the next individual may be made when the individual has a lower OAA Prioritization score than others but is in dire need of service and would be at significant risk without service. Justification for selection of such individuals must be documented on their OAA Participant Service Prioritization Form and in the narrative section of the participant's file.

A list of applicants waiting for service and screened under these procedures are kept by the project and made available at the time of AAAPP monitoring visits. CARES has developed systematic procedures, with consideration given to the prioritization process, for selecting the next eligible individual to be served. This tool has been approved by the AAAPP.

- a. DOEA directives reflect the following priorities for service delivery that means that participants are to be served in the order of the following priorities:
- b. Priority Scores, those with the highest priority scores will be give top consideration for program services.
- c. Greatest Social and Economic Need, with particular attention to low-income minority individuals, elders living in rural areas, elders with limited English proficiency and those at risk of institutional placement.
- d. Intake Screening & Assessment Risk Scoring (DOEA 701S) as required for OAA Registered Services.
- e. Persons who are receiving funding for care facilities will not be considered eligible for OAA funding.
- f. Persons who are receiving funding from other federal or state funds will not be considered eligible for OAA funding.

Applicants interested in adult day care services may access the program through the ADRC, by coming to visit the day care center, calling the day care center or inquiring through the website.

When applicants call the center directly, they usually speak to the Center Manager or a designee. A date is set up for the applicant to visit the center, either for a tour, friendly visit, or assessment, depending on the participant's request and needs. All referrals are given immediate attention, with special emphasis given to referrals from the Elder Helpline or Adult Protective Services.

The admission interview is conducted at the center. In unusual situations, an admission interview may be conducted in the home, if it will cause a hardship for the participant or caregiver to get to the center.

If the circumstances are an emergency, such as a referral from the CARES unit or the situation deems it an urgent or emergency, an appointment with the applicant is made as soon as possible. However, a Physician Order Form is required by the Agency for Health Care Administration for ADS licensing prior to admission. Upon completion of the 701S or 701A the information is entered into the CIRTS.

If the referral is not an emergency and has & lower priority of need than other participants currently receiving services and funding is not available, the referral is placed on the CIRTS waiting list. Referrals are reviewed by the Program Accountability Supervisor and/or Center Managers and documentation is made on any changes.

A copy of the CIRTS Participant Enrollment Screen, Services Received Screen, 701S or 701A is placed in the participant file after verification of the accuracy of the data entry.

A new 701S or 701A is completed annually to reassess the need and continuing eligibility upon the anniversary date of the participant's entry into the program.

When participants are terminated from the waitlist, the change is entered into CIRTS. A copy is placed into the terminated participant file.

The Area Agency on Aging will be notified immediately, should funding for daycare service reaches capacity and reduction of services needs to occur. All OAA participants will be reviewed for need of services.

Participants will be given a 10-day termination notice when OAA funding is to be reduced or terminated. The notification includes their right to file a grievance with the program should they disagree with the decision to reduce or terminate their services.

Any conflicts, problems or incidents arising from the use of the above procedures are documented in the incident, complaint or grievance file.

Other Prioritized OAA Consumer Referrals

To adhere to the Area Agency on Aging of Pasco-Pinellas, Inc. OAA Prioritization Policy and Procedures, CARES has developed an OAA Participant Service Prioritization form. CARES OAA Adult Day Care Services department staff (Center Manager or designee) complete CARES OAA Participant Service Prioritization Form status. This form along with the DOEA priority ranking/score generated by CIRTS from consumer specific information contained within the 701S or 701A is used to establish prioritization of the waiting fist. The forms are placed in the client waitlist file. Files are updated annually or as needed.

DOEA procedures indicate that the DOEA Prioritization Form (DOEA FORM 701S or 701A) be used to assist in the initial prioritization of participants, help establish service needs and to create an Assessed Prioritized Consumer List (APCL) to provide recorded evidence of need for prioritization, planning and service delivery purposes. However, if an individual is to be added within a short period of time, a 701A assessment is completed and data entered in CIRTS for prioritization scoring.

When the adult day care services department receives service requests for OAA Adult Day Care Services, they utilize information/data contained within the DOEA 707A or 701S to assist in developing a priority ranking based upon the Area Agency on Aging Priority Policy.

Additional or extenuating circumstances that might be presented are also considered and override the ranking on the waitlist. These situations will be considered by the Program Accountability Supervisor for approval.

CARES OAA Service Prioritization Form:

CARES OAA Service Prioritization Form is divided into two primary sections and a comment box/section.

Section a. is the DOEA 701S or 701A Priority Score

Section b. through i. includes the following Older Americans Act areas of special emphasis:

- a. Race/Ethnicity
- b. Low Income
- c. Lives in Rural Area
- d. Social Isolation
- e. Limited English Proficiency
- f. Individuals at risk of institutional placement

Point values are assigned for items (b.) through (i.) and are summed in the TOTAL box in that section.

Section j. Program Specific Criteria:

The items in this section correlate to risk factors that may indicate high probabilities of institutionalization of the individual including ADLs and IADLs. The point values assigned to the risk factors correlate to the essentialness of the activity as it would relate to the person's well-being and risk of institutional placement. Comment Section: This area allows for information that may be essential in prioritization for OAA funding. Since OAA does not have an Agency "Imminent Risk" IM procedure this section is to be used to provide written justification for service for an individual who has a lower OAA Prioritization score than others yet is in dire need of service(s) and would be at significant risk without the adult day care service. Step 3. After completion of CARES OAA Participant Prioritization Form, the score (the sum of b. through i. and j. is placed in the participant folder.

Selection of Wait List individuals:

The purpose of the AAAPP OAA Prioritization Policy is to ensure that a systematic prioritization process is in place for the selection of eligible individuals for service. As indicated in the steps above individuals either referred by the ADRC or making direct requests for OAA Adult Day Care Services are prioritized using CARES Participant Prioritization Form. A client's chart contains the 701S or 701A, CARES Participant Prioritization Form and progress notes. The chart is reviewed and updated annually or as needed.

When openings occur the selection of the next individual for admission is primarily made based upon the individual's OAA Priority score and OAA Participant Prioritization Form. However, service specific aspects for respective centers may sometimes come into play in the selection process.

Likewise, selection of the next individual may be made when the individual has a lower OAA Prioritization score than others but is in dire need of service and would be at significant risk without service. Justification for selection of such individuals must be documented on their OAA Participant Service Prioritization Form and in the narrative section of the participant's file.

A CIRTS report is run monthly for review by the Program Accountability Supervisor and/or Center Managers. Any discrepancies or changes on the wait list or active list will be corrected monthly. The Center Manager will make contact with the individual to determine admission to the program or to terminate from the APCL Wait List.

The Program Accountability Supervisor and/or Center Managers do quarterly follow-up reports to ensure the integrity of the CIRTS reports.

Attachment III Prioritization Policy and Procedures

II.A.6. PROCESS FOR REDUCING OR TERMINATING SERVICES

The policy of Adult Day Services is that a participant can attend the program as long as he/she would like, but because the physical, medical and mental conditions of the participants change, those changes may result in a higher level of care or supervision than can be provided at the center. Therefore, there may be a time when our adult day services will no longer be appropriate to meeting the needs of the participant. At such time, it will be the goal to provide assistance to maintain a continuity of care with alternative care.

It is also the policy of CARES Adult Day Services to provide services to person with the greatest risk. From time to time funding may not be available to serve all that seek admission to the program but need funding to attend.

CARES reviews those persons that are receiving services under OAA IIIB and evaluate the possibility of reducing the service to accommodate those that might be at a higher priority and a greater risk. CARES will not reduce or terminate services if by doing so would place the participant/caregiver into a hardship situation or become a risk or institutionalization.

Process for placing the client on "hold" status:

It is the policy of the CARES Adult Day Services to place clients on hold when they are unable to attend the program for a short absence. The client may be placed on hold due to illness, hospitalization, vacation or snowbirds. They may be placed on suspension when serious problems occur, making it inappropriate for clients to remain in the center to allow modifications, treatment or compliance to occur.

When services are temporarily discontinued the client is placed on hold. Regular contact with the client and family will be maintained to monitor changes and status of hold which are documented in the chart. Services are kept on hold with periodic review, a period of time determined by individual circumstances and funding.

When the client asks for a resumption of services, a new Physicians Order Form may be requested if the hold was due to health or medical conditions and a review of functional status will be made if status changes resulted in a decline in functional abilities.

Review of Interdisciplinary Care Plan will occur to modify any changes that have occurred during the client's absence. The medication profile is updated as well as any other changes that have occurred such as living situation and support. A return to the program will be determined by the Center Manger and Center Nurse.

Process for reducing and/or terminating services:

Reductions to service provision can be made for a variety of reasons, such as:

- a. Reduction in funding and need to serve existing higher priority clients
- b. Additional support and help from family or other funding source is available
- c. Client's request

Termination of services usually is the result of one of the following:

a. Client's health deteriorates to the point where placement is required

- b. Client is unwilling to or is not mentally able to cooperate in the coordination of the Adult Day Care Service
- c. Client elects to end services
- d. Client moves out of area
- e. Client no longer meets eligibility criteria
- f. Lack of adequate funding for continuing services
- g. Client's death

When the Center Manager is faced with a decision to terminate, suspend or reduce a client's service, or place the client on a hold status, the Center Manager must forward/mail a completed CARES' Recipient Notice of Adverse Action Form (commonly referred to as the 10 Day* Letter) to the client, no less than 10 calendar days prior to when the action will take place.

CARES' Recipient Notice of Adverse Action form informs the client/responsible party not only what the adverse action is (i.e. termination, suspension "hold" or reduction in service) but also advises the client about his/her right to submit a grievance.

The form also outlines the grievance process and describes the roles of CARES and the Area Agency on Aging of Pasco-Pinellas, Inc. as they pertain to the review proceedings and subsequent appeal procedures.

*If the end of the 10 calendar days period is on a Saturday, Sunday or legal holiday then the end of the 10 days period will be the end of the next business day, which is neither a Saturday, Sunday, nor legal holiday.

Procedure to terminate low risk clients, if necessary, to serve higher risk clients:

At CARES we strive to provide continuation of services for clients actively enroll in the OAA and LSP programs; nonetheless, in a situation where it is imperative to terminate a low risk client in order to serve a higher risk client, CARES' Center Manager will follow the following process with technical assistance and final approval from AAAPP:

- a. Low risk client will be counseled, and other service alternatives and community resources will be coordinated to continue services at same level to prevent further harm.
- b. Center Manager will explore the possibility to enroll client back on the APCL. Center Manager and his/her supervisor will bring the case to the Administrative Team to request services continuation to prevent further harm and such case

Attachment IV CARES Complaints Policy and Procedures

II.A.7. ELIGIBILITY AND ASSESSMENT/REASSESSMENT PROCESS

One of the criteria to be eligible for OAA Adult Day Care Services is that the person must be 60 years of age or older, but this criterion alone does not ensure that the applicant will receive service. Priority of need is the overwhelming factor in determining if and when a caller/applicant will receive Adult Day Care Service.

When an older person, his/her caregiver, family member or another individual acting in behalf of the client contacts CARES seeking Adult Day Care Service, he/she is referred to the Elder Helpline. For those clients placed on the APCL by the AAAPP/ADRC Unit, the Program Accountability Supervisor or CIRTS Data Entry will print copy of the 701S and complete CARES Prioritization Form and create a file/record for the client.

It is the policy of CARES Adult Day Services to provide an assessment on clients applying for Adult Day Care for the appropriateness of admission to the program. All Older American Act Providers are expected to target services as indicated in Section 306 (a) (4) of the Older Americans Act as amended in 2000. These requirements include the following:

- a. Greatest Social Need
- b. Greatest Economic Need
- c. Minority
- d. Low Income Minority
- e. Rural
- f. At Risk
- g. Limited English

Clients who are 60 years or older and functionally impaired are eligible for home and community-based services. Applicants are assessed and screened using an intake tool that considers all pertinent factors associated with eligibility for OAA funded programs or with the 701S or 701A to determine a priority level. The levels for each applicant, the nutritional risk score with verification that the applicant has either greatest social or economic need, minority status are all factors considered for prioritization into the program. Narrative comments are provided on all applicants to further explain the findings of the Center Manager.

Adult Day Care Services are community-based group programs designed to provide social and health activities and services to adults who are functionally impaired and may be in need of supervised care in a safe place during the day.

The program also monitors medical conditions to proven unnecessary hospitalization and reduce the costs of healthcare. Those persons who meet the admission criteria and do not exceed the discharge criteria may be admitted to the program regardless of age, race, sex, ethnicity or nationality. The center bases the admission and discharge criteria on the national standard for levels of care.

Client files are reviewed quarterly at minimum, CARES OAA Prioritization forms and reassessments are done annually. The Center Manager verifies against written copy for

accuracy. Annual reassessments are expected to be completed in the month they are due. Reassessments that cannot be completed in the month will document the reason for the inability to reassess the client. (i.e. Client in hospital, out of town, etc.)

To ensure that these guidelines are adhered to, we have developed an OAA Client Information Form which is completed by OAA Program Coordinator and forwarded to CIRTS data entry workers. The form provides a record of service dates for Adult Day Care Clients, date of last assessment and other pertinent information. The historical data which is indicated on the form will provide the necessary information to ensure that the above steps/guidelines are adhered to.

If it is determined that a client is not in need of the Adult Day Care Service based on service task request the Center Manager will give the individual other options listed in the Senior Helpline Resource Directory.

Timely Completion of Assessments:

When the budget indicates that new/additional consumer can or need to be enrolled for Adult Day Care Services, the Project Supervisor advises the Center Manager of the number of clients which need to be assessed for admission. A timeframe for this activity and its completion is also established at this time.

The Project Director then reviews clients on the waitlist and selection of clients to be assessed is based upon the client's OAA Service Prioritization Score.

The Project Director periodically checks the status of the assigned person with the Center Manager to ensure that the clients are assessed within the specified timeframe.

Likewise, to ensure that clients are reassessed within their annual anniversary date, a list of all Adult Day Care clients needing reassessments within the quarter is generated by CIRTS and that information is reviewed by the Center Manager. This information allows the Center Manager to plan her time effectively and to appropriately schedule reassessments to ensure that clients are reassessed in a timely manner.

CIRTS Accuracy:

The Center Manager who's responsible for completing the Adult Day Care assessments are required to complete the on-line DOEA Assessment Training and successfully complete the post training test. This ensures that they are adequately prepared to conduct reliable assessments.

After the information from the assessment is entered in CIRTS, the Center Manager compares each item in the turnaround document with the written/original 701A to ensure the accuracy of data input and to make sure corrections are made, if needed.

Client Lists:

The Project Director maintains a list of all clients enrolled on the DOEA APCL. This list contains client's 701S or 701A form original completion date which elicits the reassessment due date. All reassessments are completed following DOEA's guidelines and procedures.

In addition to waiting lists mentioned above and per AAAPP requirements, CARES also maintains a list of active Adult Day Care clients, as well as, a list of unduplicated clients in both its program and federal fiscal year journals. This data is required for report purposes by the Area Agency on Aging and the Department of Elder Affairs.

II.A.8. CLIENT CONFIDENTIALITY

State and federal (HIPAA) laws and regulations require that program participant information be maintained in a confidential manner. To adhere to these requirements, CARES has adopted specific policies and procedures for maintaining client confidentiality and releasing client information. Additionally, formal HIPAA training has been provided to all current employees and volunteers. All new hires receive HIPAA training as a part of their orientation. The following is a brief outline of CARES Client Confidentiality policies and procedures:

Active Client Records:

All client records are housed in physically secure areas (i.e. locked file cabinets, locked rooms, etc.) with access limited according to CARES Minimum Necessary Standard Plan.

Additionally, specific protocols are followed by staff to ensure that confidential information/PHI on desks, in computers, at the fax machine, etc. is properly protected during normal business activity.

Secondary records which include clients' lists, indexes, demographic data, billing records and worksheets containing identifiable client data are protected with the same carefulness as other client records.

Terminated Records:

Terminated clients' records and any secondary records are retained in a locked storeroom area accessible only by authorized personnel. Such records are retained for a period as established by DOEA and HIPAA requirements, then destroyed according to retention schedule unless there is specific need for preservation of the record(s). Destruction is by shredding or supervised incineration.

Field Visits and Client Information:

Original client records are not to leave the agency except in response to required client visitations (i.e. annual reassessment, care plan review visits, etc.), court ordered appearance or subpoena. Additionally, as requested by the AAAPP and DOEA for monitoring purposes. When records are used in such situations, the following procedures are followed:

- a. Copies are to be kept/carried in briefcases and kept in the trunk of a locked vehicle when the vehicle is unattended.
- b. Notes shall <u>not</u> be written in public places and client records and notes shall remain in briefcases while in public places.
- c. Records, documents and lists are to be returned to the office at the end of each workday unless this procedure would be considered unreasonable. Otherwise, the information containing PHI must be kept in the trunk of a locked vehicle or in a non-visible area in the employee's home. The PHI must be kept in a reasonably safe area away from family and/or friends.

Telephone and Confidentiality:

Confidential information can only be disclosed via the telephone when:

- a. It can be determined that the requesting party is entitled to receive such information.
- b. The information is needed to assist in the care or well-being of the client or to obtain a benefit or a claim.

Oral Communication and Voice Mail:

CARES' staff members will refrain from oral communications (concerning clients) in hallways, reception areas, restrooms and conversations via speakerphone unless this procedure would inhibit an emergency circumstance and/or would be otherwise unreasonable.

- a. Voice mail passwords will be unique to each employee and will not be shared with anyone other than his/her supervisor.
- b. CARES staff members will send all emails encrypted to protect client confidential/sensitive information.

Home Health Aide and Chore Records:

Some record information is maintained in the client's home and in the field to facilitate home care visits and for recording purposes.

When record information is maintained in the field, only the following information is to be kept in the client's home and by home health aides and Chores:

- a. The most recent Home Health Aide Instruction Form or Chore Service Plan (in client's home).
- b. Update information (i.e. Home Health Aide Activity Report and Narrative or Chore Activity and Progress notes) for a seven-day period (by home health aides and Chore worker).

Release of Information and Formal Aspects:

- a. All information contained in the client record is confidential and the release of such information follows CARES HIPAA Policies and Procedures. A formal request and signed authorization are required for all information releases except:
- b. For release to another health care provider currently involved in the care of the client
- c. For research or data requirements determined or required by the Department of Elder Affairs, the Area Agency on Aging of Pasco-Pinellas, Inc. or other program(s) associated with a state or educational entity (i.e. USF with the ADI Program).
- d. To contracted service organizations.
- e. Florida Department of Children and Family Services/Adult Protective Services.
- f. As required by law.

Release of Case Record or Copies of Case Records:

Records contain sensitive information (e.g. mental health information, extensive family or caregiver information, etc.), therefore, formal requests for release of information are answered by releasing copies of selected portions or the record or a record summary. The only exception to releasing selected portions or record summary would be in response to a court order in which the entire record is specifically requested.

Information released by copies (i.e. photocopy) or record summary are strictly limited to that information required to fulfill the purpose of the formal request or authorization. Release of information that is not essential to the stated purpose of the request is specifically prohibited.

Consultation with supervisor before releasing any part of the client record is required. The exceptions to this are as follows:

- a. Care Plan and Assessment Information, etc. as required by program service providers or Department of Children and Families.
- b. Requests by the DOEA or Area Agency on Aging for monitoring purposes, level of care determination and the like.

Client Computer Information and Records:

Computer processed client information/data is protected with the same diligence as the original client record. The following apply:

- a. Access to computer records (e.g. CIRTS) is controlled through security codes known only to authorize users. CARES staff members will not share their User ID and Password with anyone other than his/her supervisor.
- b. Passwords are changed at least bi-annually and more frequently if indicated or requested by the Area Agency on Aging or the DOEA.
- c. Passwords of terminating CIRTS data entry personnel are changed/deleted on or before employee's termination date.
- d. Back-up files containing client identifiable information are maintained in a locked fireproof file cabinet in the agency office or at a secure offsite location per agency disaster preparedness plans/policies.
- e. Only authorized personnel are permitted access to computer terminals.
- f. November 2017 CARES developed an additional "Encryptions Email Policy." The purpose of this policy is to provide guidance on the use of encryption to protect information resources that contain, process, or transmit confidential and personal information. Additionally, this policy provides direction to ensure that State and Federal regulations are followed. This policy applies to all employees and affiliates, including contractors and Business Associates. It addresses encryption policy and controls for confidential data that is at rest (including portable devices and removable media) and data in motion (transmission security).

Confidentiality Policies and Employee Orientation Training:

The above policies are made known to all employees at the time of employment and each employee as a condition of employment and an understanding of CARES Confidentiality Policies signs a Confidentiality Agreement.

CARES Patient/Client Privacy Rights Policy:

CARES implement policies and procedures to accommodate patient/client privacy rights as required by and specified in the Privacy Rule of the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996.

Procedures:

- a. Patients/clients cared for by CARES have the following privacy rights:
- b. To receive a paper copy of the agency's Notice of Privacy Practices
- c. To request restrictions on the uses and disclosures of health information
- d. To request to receive confidential communication
- e. To access their protected health information for inspection or copying
- f. To amend their health care information
- g. To request an accounting of disclosures of health information
- h. Individuals have the right to complain if they believe CARES has committed any privacy violations.

The privacy policies of CARES detail the requirements for each of these rights and provide procedures for implementation.

Staff at CARES are provided with annual training regarding patient/client rights with respect to their health information.

Minimum Necessary Use of Protected Health Information Policy:

CARES' employees use the minimum amount of protected health information necessary to perform their job functions.

Procedures:

- a. CARES identify the employees who need access to protected health information according to the categories of uses for treatment, payment or health care operations.
- b. CARES identify the type and minimum amount of protected health information needed by employees to perform their jobs.
- c. CARES direct supervisory staff determines the circumstances under which employees may use protected health information.

All employees and volunteers who provide and coordinate treatment for CARES' participants have access to the participant's entire medical record. Supervisors have access to this information as well.

All employees are required to use protected health information in accordance with the determination made by CARES of the minimum amount necessary to effectively perform their jobs.

When an employee performs more than one job function at CARES, the types of protected health and condition for access is dependent on the capacity in which the employee is functioning.

New employees are provided with information regarding their access to protected health information during their orientation to CARES.

Minimum Necessary Requests for Protected Health Information Policy:

- a. CARES request the minimum amount of protected health information from other health care entities to achieve the purpose of the request.
- b. Procedures for routine and recurring requests for health information:
- c. CARES has identified requests for health information it makes on a routine and recurring basis that are not related to treatment.
- d. CARES has determined the minimum amount of health information that is needed to achieve the purpose of these requests.
- e. When CARES requests health information the person or entity to whom the request is made may rely on CARES' determination that the amount of health information requested is the minimum necessary to achieve the purpose of the request.

Procedures for non-routine requests for health information:

- a. CARES review the non-routine requests it makes for disclosures of health information that are not related to treatment on a case-by case basis to ensure that the amount of information requested is the minimum necessary to achieve the purpose of the request according to established criteria.
- b. Non-routine requests made by CARES for health information from another person or entity are reviewed by the Privacy Officer to determine that the amount of health information requested is the minimum necessary to achieve the purpose of the request.

Requests for entire medical records Policy:

CARES do not request a participant's entire medical record for any purpose not related to treatment unless a justification for such a disclosure is documented in this policy.

CARES Client Record Policy:

All participant records, documents and lists containing PHI will be stored in a locked drawer, locked file cabinet and/or locked office or if they are to be taken off the premises, kept in a reasonably safe area.

Procedures:

- a. CARES' staff members will keep participant records or documents containing PHI in a locked drawer, file cabinet or office.
- b. Records or documents, which are taken off the agency's premises, are to be kept in the trunk of a locked vehicle.
- c. Records, documents and lists are to be returned to the office at the end of each workday unless this procedure would be considered unreasonable. Otherwise, the information, which contains PHI, must be kept in the trunk of a locked vehicle or in a non-visible area in the employee's home. The PHI must be kept in a reasonably safe area away from family and/or friends.

CARES Client Computer Information & Records Policy:

Computer processed client information/data is protected with the same diligence as the original client record. The following apply:

Procedures:

- a. Only authorized personnel are permitted access to computer terminals.
- b. Access to computer records (e.g. CIRTS) is controlled through security codes known only to authorize users. CARES staff members will not share their User ID and Password with anyone other than his/her supervisor.
- c. Passwords are changed at least bi-annually and more frequently if indicated or requested by the Area Agency on Aging of Pasco-Pinellas, Inc. or the DOEA.
- d. Passwords of terminating CIRTS data entry personnel are changed/deleted on or before employee's termination date.
- e. Back-up files containing client identifiable information are maintained in a locked fireproof file cabinet in the agency office or at a secure offsite location per agency disaster preparedness plans/policies.

Protected Health Information and E-Mails Policy:

All e-mails that contain PHI must contain an electronic signature and must be send via encrypted mode. All Supervisor, Case Managers, Case Aides and other support staff working within the Community Care Department are required to use encrypted mode on all email send from their computers. A special encryption mode has been added to all staff members working with PHI information.

Procedures:

- a. CARES' staff members and volunteers will have the approved confidentiality statement in the content of e-mails that contain PHI.
- b. The confidentiality statement will inform the recipient to contact the sender if they received the e-mail in error.
- c. There will also be a statement that informs the unintended recipient to delete the e-mail from his/her computer and destroy any paper copy of the e-mail so that its content is left unidentifiable.
- d. On November 2017 CARES developed an additional "Encryptions Email Policy." The purpose of this policy is to provide guidance on the use of encryption to protect information resources that contain, process, or transmit confidential and personal information. Additionally, this policy provides direction to ensure that State and Federal regulations are followed. This policy applies to all employees and affiliates, including contractors and Business Associates. It addresses encryption policy and controls for confidential data that is at rest (including portable devices and removable media) and data in motion (transmission security).

Protected Health Information and Sent or Received Via FAX Policy:

All incoming and outgoing faxes that contain PHI must be handled according to HIPAA privacy standards.

Procedures:

- a. CARES' staff members will either place incoming faxes that contain PHI face down in the fax basket that is kept in a reasonably safe area or deliver the information to the proper recipient.
- b. All outgoing faxes that contain PHI must have a coversheet with a confidentiality statement.
- c. The coversheet will have a statement, which informs the recipient to contact the sender if they received the fax in error.
- d. There will also be a statement that informs the unintended recipient to destroy the fax, so its content is left unidentifiable.

Fundraising and Protected Health Information Policy:

CARES' fundraising activities protect the privacy of health information and include provisions for individuals to opt out of receiving fundraising communications.

Procedures:

a. CARES may use or allow use of demographic participant information to or by a business associate or a CARES' foundation to raise funds on its behalf.

- b. CARES' Notice of Privacy Practices includes a statement that the individual's protected health information may be used for fundraising activities unless they inform CARES that they object to this use.
- c. CARES' fundraising communications include a statement informing the recipient that he or she may opt out of future fundraising communication with a description of how to do so.
- d. CARES will only use specific information about the treatment of a participant (e.g. for videos, brochures, and testimonials in fundraising solicitations) if it receives written authorization to do so.

Business Associates and Protected Health Information Policy:

The business associates of Community Aging & Retirement Services, Inc. dba CARES are required to provide satisfactory assurances that they will maintain the confidentiality of the protected health information of CARES' participants and only use and disclose it for the purposes for which it was provided.

Procedures:

- a. Existing and new relationships with non-members of CARES' workforce is reviewed to determine if the relationship will require the use and/or disclosure of protected health information and therefore be classified as a business associate.
- b. Business associates are required to sign a written contract that provides satisfactory assurances that they will adhere to the organization's privacy practices.
- c. CARES will rely on the professional judgment of the business associate to determine the type and amount of protected health information necessary for their purposes.
- d. The Privacy Officer will be notified of any termination of business associate contracts.
- e. The Privacy Officer will monitor the return or destruction of the PHI used, created or obtained by the business associate upon termination of the contract.
- f. The Privacy Officer will ensure that any complaints regarding privacy violations on the part of the business associate are reviewed and will make recommendations to the appropriate Departmental Supervisor and Chief Financial Officer.

Protection of Private and Protected Health Information of Deceased Participants Policy:

CARES protect the health information of deceased agency participants in the same manner and to the same extent as it did prior to the participant's death.

Procedures:

- a. Protection of the privacy of a deceased participant's health information is provided for as long as CARES stores or maintains according to current agency protocol.
- b. A personal representative of the deceased person (someone with legal authority to act on behalf of the deceased person or his or her estate) is verified according to standard agency protocols.

c. The identity of the personal representative and his or her authority to act on behalf of the deceased participant is verified according to standard agency protocols.

Disposal of Protected Health Information Policy:

All protected health information must be disposed of according to HIPAA privacy standards.

Procedures:

- a. CARES' staff members will dispose of documents and/or records containing PHI in the appropriate secure container or shred them so that PHI is left unidentifiable.
- b. Shredding bins are kept in a reasonably safe area in each employee's office or in a locked cabinet.
- c. The shredding is completed by the employee him/herself or shredded by a designated shredding person who is properly trained on how to handle PHI.

Protected Health Information Privacy and Confidentiality Policy:

CARES provide privacy training for all current and new employees who have contact with protected health information.

Procedures:

- a. All current members and or volunteers of CARES' work force received training regarding the requirements of the HIPAA Privacy Rule.
- b. All new employees and volunteers receive privacy training as a component of their orientation to CARES.
- c. All members of CARES' workforce receive retraining if policies and procedures change and as necessary.
- d. All privacy training provided to members of the workforce is documented and maintained in personnel records.
- e. Documentation of privacy training is maintained by the Privacy Officer according to the requirements of the Privacy Rule.

II.A.9 QUALITY ASSURANCE

Determining client satisfaction is an on-going process and is determined through several ways. The Primary methods is the Customer Satisfaction Surveys. Since client feedback is so essential in determining if service provision is adequate and is meeting the needs of the participant, client satisfaction surveys conducted by the Program Accountability Supervisor will be sent to all Adult Day Care participants/caregivers who have received service during the year. These surveys are conducted annually throughout the year. The participant, his/her caregiver, family member or another individual acting in behalf of the participant completes the Custom Satisfaction Survey. Responses are anonymous. Any dissatisfaction is immediately corrected and documentation of such is place in the client's record. This on-going client feedback allows for any necessary changes in a timely manner.

Cares Adult Day Care program strives to structure activities to meet the needs and wants of the participants. Cares Adult Day Services have implemented the philosophy of Person-Centered Care. This is an approach to care that respects and values the uniqueness of the individual and seeks to maintain, even restore, the personhood of individuals through creation of a psychological, social and physical care environment that promotes person worth, social confidence and hope.

The Adult Day Centers have monthly Town Meetings. Participants and caregivers are members of these Town Meetings. Notes are recorded; content is reviewed to enable the staff to better implement Person Centered Care. The notes are retained for future reference.

Quarterly Progress Sessions are scheduled to update the Adult Day Care staff, care managers, caregivers, participants and others involved in the appropriateness of the care plan, methods of intervention and activities designed for the participant.

A CARES Advisory Board for the Adult Day Services Program consists of a diverse membership. These members, including caregivers and participants, meet yearly to discuss customer satisfaction, program quality and issues that can affect the success of the program.

It's the policy of CARES Adult Day Services to review participant's records quarterly to verify and/or evaluate:

- a. Compliance with ADCC license requirements,
- b. Appropriateness of admissions and dischargers,
- c. Formulation, implementation and adequacy of the plan of care,
- d. Appropriateness of the continuation of care,
- e. Appropriate use of personnel and coordination of services,
- f. Effective use of community resources in continuity of services,
- g. Gaps in agency services, needs for in-service education, staffing concerns, consultation services, and review policies, and
- h. To ensure documentation is complete, accurate and timely.

Center Staff is a key element in the delivery of quality program services. Adult Day Care services will use a multidisciplinary team approach in the care of the participants. Center staff participates in progress quarterlies, attend in-service trainings and staff meetings.

The Adult Day Care centers have a monthly staff meeting to allow staff to have input and inservice education. Constructive suggestions from the staff enable the center administration to make improvements in problem areas that arise from time to time.

The Center Manager plans appropriate staff training, participant demographic reporting procedures and ensures that volunteers can be utilized to assist with delivery of quality services to participants.

STRUCTURE, which covers such areas as organizational framework, legal authorization to operate, operational system, discriminatory practices and fiscal management responsibility. CARES is a not-for-profit 501 (c) (3) organization with offices located in East and West Pasco, employing more than 125 people. The framework for the agency is delineated in CARES organization chart.

Each local service office has the advantage of using internal systems developed by CARES for OAA intake, referrals, clients' plan of care/services, safety and quality assurance, assurance of client confidentiality and compliance with recordkeeping and reporting requirements of DOEA Home and Community-Based Services Handbook and the Area Agency on Aging of Pasco-Pinellas, Inc.

Additionally, CARES has standardized agency-wide procedures for the recording, reporting and logging of incidents relating to all departments and programs including OAA Programs. Likewise, any incident which may disrupt services to an elder, are reported immediately by telephone to the Area Agency on Aging of Pasco and Pinellas, Inc.

CARES also recognizes its legal and moral obligation to provide a system where employees and participants are respected as individuals and are given fair treatment and equal opportunity.

To that end, CARES Affirmative Action Program is designed to provide the framework for ensuring that the policy is being effectively implemented.

Our policy has been and will continue to be publicized through the following methods:

- a. Inclusion in our policy manual
- b. Publicized in other internal communications media
- c. Meetings conducted with supervisory personnel to explain the intent of the policy and insure individual responsibility for effective implementation
- d. Meetings held with other employees to discuss policy and explain employee responsibilities
- e. Discussed thoroughly in employee orientation
- f. Posting in service sites
- g. Included in all agency advertisements, contracts, etc.

FISCAL, MANAGEMENT RESPONSIBILITY:

The fiscal staff of CARES is comprised of the Chief Financial Officer, Accounting Supervisor and Billing Specialist. Together they have a total of more than 50 years of related accounting experience.

CARES utilizes a fully computerized accounting system that generates monthly financial reports for each department head. The Chief Financial Officer works very closely with the project managers and directors to monitor expenditures as they relate to their respective service objectives.

CARES has received excellent fiscal monitoring reports from the Area Agency on Aging of Pasco-Pinellas, Inc. these reports as well as past annual independent CPA audits reinforce the fiscal capability of the CARES staff.

STAFFING, which covers requirements related to hiring practices, wages and benefits, training and on-going in-service as well as employee safety.

Because CARES believes that quality service can only be built and maintained by quality personnel, we adhere to rigid standards of hiring and conditions of employment. Our employment application process includes verification of knowledge and validation of education, experience and skills through reference checks and confirmation of professional certification.

All candidates undergo a thorough interview, which includes a discussion of work experience as well as an exploration of the applicant's interpersonal skills, demeanor, maturity level, communication skills and attitude and understanding necessary to work well with our frail elderly population.

Applicants are required to provide at least two references that are contacted regarding the applicant's performance, quality, cooperation and dependability. No permanent placement is made until satisfactory references are obtained.

Additionally, a Level 2 Background Screening is required for all individuals providing care/service in the home. Employment is contingent upon satisfactory background investigation as described above.

In addition to ensuring that all staff meet position criteria, CARES recognizes that it has a covenant duty to provide professional development and self-fulfillment. Therefore, we have developed a scheduled in-service training program that meets the requirements for Chore staff development as outlined in DOEA Program and Services Handbook. All Chore staff are required to attend scheduled in-services and documentation of such attendance is included in their personnel file.

To ensure the safety and wellbeing of employees, as well as clients, CARES has implemented a comprehensive safety program, which conforms to or exceeds OSHA and state policies. CARES HR Department/Safety Committee and the leadership team meets regularly to review new standards and to improve existing agency procedures.

Employees are encouraged sharing with either their supervisor or a member of CARES Safety Committee and the cooperative efforts of all staff have resulted in CARES receiving an Outstanding Safety Performance Award from the Florida Preferred Risk, Inc.

CARES QA Process includes the answers to the following questions:

- a. Was service authorized?
- b. Was service delivered?
- c. Was the service provided in an appropriate and timely manner?
- d. CARES utilizes several methods to determine and measure responses to the above questions:
- e. Primary authorization for service is the care plan or the service authorization sheet that delineates frequency, duration and billing source (i.e. program component). To ensure that services are provided according to the care plan, a signed Service Request/Authorization Form indicating service, frequency, duration and billing source (i.e. program component) is forwarded to the service provider. The same form is utilized to communicate changes in service status (i.e. on hold, temporary increases, termination of services, and/or change in billing source).
- f. Activity sheets verifying that the client was served, date of service, and specific tasks performed.
- g. Appropriateness of service is measured by quarterly case reviews and outcome data analysis in relation to service intervention goals.
- h. Finally, determination as to whether service was delivered in an appropriate and timely manner is measured by client evaluation of service and supervisory visits and monitoring.

Outcome and Evaluation:

The Adult Day Care Center has several methods to evaluate effectiveness and efficiency.

Outcome Measures:

CARES complies with the DOEA established outcome measures to evaluate the effectiveness of the program. Monthly reports are generated to ensure that the goals are being met. When there are exceptions to the goals, the Area Agency on Aging will receive and explanation to the variance. CARES Adult Day Services will address the individuals change in condition through care planning.

The goal of Adult Day Services is to enable persons to remain at home for as long as possible and maintain or improve their functional abilities for quality of life and independence. The National Average Length of Stay for participants is 2 years. CARES Adult Day Services length of stay in 2018 was 2 ½ years.

Outcomes are measured in terms of specific goals for the participant and how well these goals are reached. Participant satisfaction as well as professional evaluation of supervisors is utilized to evaluate outcome measures.

The Adult Day Service Program holds quarterly progress clinics for each participant who is enrolled as an active participant in an Adult Day Service Center.

A multidisciplinary team reviews and evaluates the original participant care plan/interdisciplinary care plan to provide a clear Adult Day Services medical, social and activity treatment program for each participant. Through these clinics/reviews' evaluations the operations makes adjustments for care that will produce positive outcomes and reduce costs.

The purpose is to:

- a. Have clear communications on the participant care plan for the medical, social and activity treatment of each participant in Adult Day Services.
- b. Provide the highest quality care for participants
- c. Provide person centered care/culture
- d. Communicate progress of each participant to caregiver/staff
- e. Ensure continuity of care for a participant/family

It is important to receive feedback from participants and caregivers concerning quality of meals, programs and ancillary services. The project conducts a satisfaction survey with participants and caregivers about the Adult Day Care Program once a year. Responses are anonymous and reviewed annually.

It is the policy of Adult Day Services to have a trained professional develop the interdisciplinary plan of care based on an evaluation of the participant's needs. Staff members, such as the Activity Coordinator or program assistant and other individuals that have a role in the care of the participant also partake in the development of the plan of care. The participant and caregiver are actively encouraged to participate in the development of the care plan and/or when changes occur. Establishing goals enables the project to achieve effective services and outcomes.

CARES has the philosophy to "do it right the first time". Doing it right the first time avoids unnecessary costs.

Additionally, the Department of Elder Affairs has developed a specific set of outcome measures upon which desired results can be evaluated. The ability to attain desired outcomes relating to ADLs and IADLs can be problematic since deteriorating medical conditions (such as ADRD) are often outside of the realm of Adult Day Services or the medical community control. However, despite this, the DOEA outcome measures provide a foundation upon which the effectiveness of Adult Day Services can be evaluated.

Finally, the Area Agency on Aging of Pasco-Pinellas, Inc. conducts annual monitoring of all CARES programs to ensure service compliance and evaluates the quality assurance areas.

II.A. DESCRIPTION OF SERVICE DELIVERY

ERVICE:	Adult Day Care	PROGRAM(S): Older Americans

Act/LSP

III.A.1. SITE LOCATION: Provider must include a list of addresses and contact information for administrative and service delivery sites, with corresponding days and hours of operation.

Chore services are coordinated, and workers assignment sites are as follows:

West Pasco CARES Administrative Office Rao Musunuru, MD Enrichment Center 12417 Clock Tower Parkway Hudson, FL 34667 Tel: 727-862-9291

Program Accountability Supervisor: Mary Stahl

East Pasco CARES Adult Day Care Center CARES Crescent Enrichment Center 13906 Fifth Street Dade City, FL 33525

Tel: 352-523-1500

Center Manager: Marla Damminger

West Pasco CARES Adult Day Care Center CARES Claude Pepper Senior Center 6640 Van Buren Street New Port Richey, FL 34653

Tel: 727-844-3077

Center Manager: Trina Briner

Hours of operations at both locations:

Monday through Friday 8:30 AM to 4:30 PM

III.A.2. SPECIFIC SERVICE ACTIVITIES

Adult Day Care Services are community-based programs designed to provide therapeutic social and health activities and services to adults who have functional impairments and may need supervised care in a safe place during the day. The goal of the program is to delay or prevent premature institutionalization, improve and maintain functional abilities and enable individuals to remain at home independent for as long as possible.

CARES Adult Day Service Centers are licensed by the Agency for Health Care Administration in accordance with Chapter 429, Part III F.S. and Chapter 58A-6 F.A.C. the centers receive outstanding surveys by AHCA and have been deficiency free.

The project will provide Adult Day Care Services that can be accessed by individuals, physicians, hospitals, managed care organizations, or other programs/individuals dedicated to serving an older adult population. The provision of these services will be either direct, by contract or through arrangement.

Staff is trained to work with the frail and functionally impaired older person and the Alzheimer's disease training requirement is met. Medical supervision is provided by trained Florida licensed nurse. Center staff recognizes and addresses each participant's level of ability and respects each participant's personal dignity.

The Adult Day Care Center's activities that are offered to the participants are designed and developed to meet health, functional and cognitive levels. CARES has implemented a Person-Centered Care approach that respects and values the uniqueness of the individual and seeks to maintain, even restore, the personhood of individuals through the creation of a psychological, social and physical care environment that promotes person worth, social confidence and hope.

The following are an example of activities that will be age appropriate and have meaning and purpose that will promote wellness, self-esteem, self-worth, rehabilitation, and dignity:

- a. Therapeutic Activities
- b. Health Education
- c. Nutrition
- d. Medication Management
- e. Exercise
- f. Vital signs
- g. Individual supervised Activities of Daily Living to increase or maintain optimal functioning levels-individualized attention and cueing on grooming, toileting, ambulating, eating etc.
- h. Intergenerational Programs participation with local schools
- i. Reminisce Use of sensory stimulation
- i. Leisure- Individual activities
- k. Music
- 1. Arts and Crafts

<u>Nursing Services</u> include providing nursing interventions prescribed by each participant's attending physician (e.g. RN or LPN administration or supervision of self-administration of medications and treatments). Nursing service at the Adult Day Care Center provides preventative and supportive care to maintain each participant's optimum level of wellness. The nursing service consists of a Florida licensed RN or LPN.

<u>Activities</u> are an integral part of the participants' care and are of primary importance to the participants and their families. Planning of activities emphasizes the participant's strengths and abilities contributing to his/her' feelings of competence and accomplishment. Activities are determined for each participant based on their Plan of Care and Personal Interests. Activities are age appropriate and culturally sensitive. Technology has been added using computers and Wi-Fi System.

<u>Early Memory Loss</u> program is located at each center to address the rise in persons getting earlier diagnosis and wanting to be proactive with their care. The activities are to challenge their minds, teach organizational skills, methods of remembering, and a forum to discuss the unique challenges of their conditions.

<u>Social Services</u> are provided to participants and their caregiver to help them with family, personal problems and adjustments as they relate to the participant's plan of care.

<u>Physical, Speech, Occupational and Respiratory Therapies</u> as pursuant to 58A-6 FAC will be referred to the appropriate source when ordered by a physician.

<u>Nutrition Services</u> include a breakfast, lunch and snack. The lunch service is provided by contract with G.A. Foods a provider experienced in preparing and delivering meals that meet the one-third dietary requirement, and a Registered Dietician to perform nutrition counseling service when indicated. Modified diets will be reasonably accommodated. Participants in need of nutritional counseling, will be referred to the appropriate source. The breakfast and snack are prepared on site. All menus are approved by a Licensed Dietician. The program participates in the Adult Care Food Program and complies with those guidelines. Meals are not included in the unit rate.

<u>Transportation</u> the center does not provide transportation. Referrals to arrange transportation are made to Pasco County Public Transportation and other local transportation companies. Transportation is not paid for by the project and not included in the unit rate.

<u>Health and Wellness</u> promotes the medical and well-being of participants by arranging health screenings and administration of physician ordered prescribed medications under the supervision of a nurse at each center. Nurses act in the capacity of liaison between the participant/family. Wellness Programs are provided as part of the regular activities. Daily exercise programs are suited to meet the different functioning levels of the participants.

<u>Family and/or Caregiver Support and Education</u> are provided either directly by the project or by using outside resources, such as the Alzheimer's Family Organization or Alzheimer's Association. The service provides education to participants and caregivers/families in areas of

safety in providing care, such as transfer techniques, medication management, coping skills, etc. It can also include Disease Management Education.

The Project provides support in resolving social, health, or emotional problems, through establishment of a caring relationship and application of skilled interviewing, active listening, and building problem solving skills. The Center Manager and Center Nurse offer the support when appropriate. All staff offers a warm and caring approach to caregivers and let them express their feelings.

Additionally, in order to increase program revenues to serve more eligible residents, each participant will be offered a free and voluntary opportunity to contribute to the cost of his/her service. No participant will be denied service if they elect not to donate to the cost of their service. Likewise, CARES will seek voluntary contributions and/or supplies from the business community and volunteer assistance from Pasco County residents in order to support the Adult Day Care Program goals.

III.A.3. EXPLANATION/OUTLINE OF PROPOSED STAFFING

Title	FTE or	Responsibilities
President-CEO (Administrative rate of 5.9%)	PTE FTE	Oversees the integrity and financial responsibility of the programs. Conducts outreach activities. Write additional grant request (United Way and others) to augment the OAA grants.
Chief Financial Officer (Administrative rate of 5.9%)	FTE	Oversees the financial accuracy in the areas of budgeting, monthly reporting to the AAAPP, AP and AR, payroll, and provide direct supervision to the IT Administrator and the Accounting supervisor.
Chief Operating Officer (Administrative rate of 5.9%)	FTE	Oversees operational aspects ensuring program fidelity and integrity. Provide direct supervision to the Program Accountability Supervisor.
Human Resource Coordinator (Administrative rate of 5.9%)	FTE	Responsible for maintaining personnel records, general orientation for new staff, benefits reconciliation, coordination of specific trainings and worker compensation liaison activities.
Receptionist (Administrative rate of 5.9%)	FTE	Responsible for answering and routing incoming calls.
Finance Assistant/Payroll Administrator (Administrative rate of 5.9%)	FTE	Responsible for AP and AR, payroll related activities, tracking of OAA donations from clients.
IT Administrator (Administrative rate of 5.9%)	FTE	Responsible for the maintenance and proper functioning of CARES computer systems and programs.
Administrative Director (Administrative rate of 5.9%)	FTE	Responsible for the primary secretarial duties for CARES President-CEO and the Board of Directors.
Programs Accountability Supervisor	FTE	Provides direct supervision for all administrative staff working under the OAA and LSP Grants. Complete monthly surplus-deficit reports. Responsible for the completion and submission of monthly and quarterly outreach reports. Responsible for the tracking of OAA and LSP spending. Responsible for the monitoring of OAA and LSP needs and trends in services. Responsible for maintaining and keeping OAA waiting list.
ADULT DAY CARE PROGRAM STAFF	FTE	Responsible for the operation and supervision of all components of the Adult Day Services Center in accordance with the Corporation's Policies and

		Regulating Agencies to provide a safe environment for participants. Responsible for the overall completion/coordination of admissions, nutrition, tracking, reporting, maintenance, inspections, and other daily activities associated with the Adult Day Care Services.
Center Nurse	FTE	Provides nursing care to participants, administers medication and treatment in accordance with physician orders, continually assesses client's status, and teaching participants and family/caregivers. Initiates care plan for each client and completes quarterly reviews.
Activity Coordinator	FTE	Provides supervision, direction and training in the implementation of the person-centered care activities to the Program Assistants. Plans, organizes, directs, implements and conducts person centered care activities that consist of therapeutic recreational and specialized activity programs; educational, recreational, leisure and social activities that engages the participants.
Program Assistant(s)	PTE	Responsible for the personal care of participants, and provides, assists and facilitates the clients with activities of daily living, and the development of person-centered care, recreation and educational activities.

The Home Health Director of Clinical Services is the designated RN Supervisor for the LPNs at the centers in accordance with F.A.C. 58A-6; as well as audits charts to confirm that good nursing practices are being followed. The Home Health Department also provides supplemental staff in the absence of Adult Day Services Staff.

Subcontractors/1099 Personnel:

CARES does not subcontract for Adult Day Care Services.

III.A.4. CURRENT / PROPOSED JOB DESCRIPTIONS, QUALIFICATIONS AND TRAINING

Level of Professionalism/Training

The project requires certain licenses, certifications or trainings to fill positions at the Adult Day Care Centers. The Adult Day Service Department will benefit from both the educational and professional experience of its staff as the following list will indicate:

Position	Qualifications	Experience in the Social Services Field
President- CEO	BS – Management & MPA-master's in public administration	30 years
Chief Financial Officer - CFO	BS/BA – Accounting MBA & CMA	40+ years
Chief Operations Officer	BS – Organizational Communications/Development	27 years
Program Director	BA – History MAT in progress	30+ years
Case Manager/QA Supervisor	BSW	12 years
Programs Accountability Supervisor	AA-Finance – AS-Business BFA- Communications	15 ½ years
Center Manager – West	AA-Mental Health BSW–Social Work	36 years
Center Manager – East	BA-Psychology	9 years
Center Nurse – West	LPN	4+ years
Center Nurse – East	RN	41 years
Activity Coordinator – West Activity Coordinator – East	High School Graduate AS-Business	7 ½ years 7 years
Program Assistant – West Program Assistant – East	High School Graduate High School Graduate AA-Business	7+ years (average) 3+ years (average)

Training

All CARES' staff providing direct or indirect care/services to clients are provided ongoing training at both formal seminars and monthly staff meetings including the following topics:

- a. Overview of the Aging Process
- b. Overview of the Aging Network: ADRC, DCFS, AHCA, DOEA, and Local Social Services Agencies and Resources
- c. Client Confidentiality and HIPAA Guidelines and Procedures
- d. Communication and Interviewing Techniques
- e. Observation of Abuse, Neglect or Exploitation DCFS/APS Guidelines and Procedures
- f. Overview of DOEA Required Documents and Assessment Forms
- g. Clients' Case Record Maintenance and Requirements
- h. Basic Concepts of Aging and Alzheimer Disease
- i. Basic Infection Control Procedures and Communicable Diseases
- j. Universal Precautions
- k. Computer Training CIRTS, ARTT and Microsoft Software/Database Systems
- 1. Continuity of the Case Management through to care continuum when consumers move from one program to another (e.g., CCE to Managed Care Programs).

Adult Day Care Center staff receive additional training conducted by the Center Manager to orient and establish a clear understanding of:

- a. Adult Day Service/Regulations
- b. The Center Surrounding
- c. Job Responsibilities
- d. Privacy and Participant Rights
- e. Employee Safety
- f. Body Mechanics
- g. Exposure Control
- h. Person Centered Care/Culture
- i. Participant Levels of Care
- j. Overview of the Aging Process
- k. Aging Network/Resources/Funding
- 1. Communication Techniques with the Elderly
- m. Abuse, Neglect and Exploitation
- n. Client Confidentiality
- o. Alzheimer's Disease and Related Dementias
- p. Managing Difficult Behavior
- q. Client Confidentiality and HIPAA Guidelines and Procedures
- r. Observation of Abuse, Neglect or Exploitation DCFS/APS Guidelines and Procedures
- s. Domestic Violence
- t, Overview of DOEA Required Documents and Assessment Forms
- u. Clients' Case Record Maintenance and Requirements

- v. Computer Training CIRTS and Microsoft Software/Database Systems
- w. Basic Infection Control Procedures and Communicable Diseases (e.g. HIV/AIDS)
- x. Exposure Control
- y. Universal Precautions
- z. Disaster Preparedness
- aa. Fire Safety
- bb. Participant's/Civil Rights Training
- cc. Customer Service/Satisfaction
- dd. Dealing with Difficult/Challenging Behavior
- ee. Age Specific Training
- ff. Nutrition

As required by Florida Law 58A-6.00, one hour of Alzheimer's training will be completed in the first three months of employment and three hours of training in the next nine months. Written material will be provided to the employee on the first day of orientation.

All employees with direct intervention with the participant are certified in CPR and First Aid. Opportunities will be provided for this training after hire if needed. All training is documented, and record is kept in employee personnel files. The Center Manager is responsible for being sure all center staff is current with required training. Additionally, all Adult Day Service Department Staff is required to attend mandated in-services indicated within CARES annual training program.

CARES make every effort to follow all State and Federal Labor Laws and it is for that reason that since August 1, 2010, all existing and new employees whose jobs involve working with vulnerable adults and senior citizens are required to successfully pass the Level 2 Background Screening. All staff members are informed that the Level 2 Background Screening includes live scan fingerprinting along with the completion of the Direct Service Provider Attestation Form, the Background Screening Appointment Form and the Affidavit of Good Moral Character. Level 2 Background Screening is renewal every five (5) years.

Each employee must attest, subject to penalty of perjury, to meeting the requirements for qualifying for employment pursuant to background screening standards set forth in Chapter 435 and section 430.0402, Florida Statutes, and must agree to inform CARES immediately if arrested for any of the disqualifying offenses listed in those statutes while employed by CARES.

Attachment V Current Job Descriptions

III.A.5. COST EFFICIENCY AND PROGRAM EFFECTIVENESS PLAN.

CARES has been serving the needs of the elderly and disabled residents of Pasco County for 46 years as the Lead Agency through grant funding from the Department of Elder Affairs and the Area Agency on Aging of Pasco and Pinellas, Inc., Department of Children and Families Services, Pasco County CDBG and United Way of Pasco County.

CARES Adult Day Care Program is an integral part of the continuum of care within CARES. From the initial consumer referral/request the Adult Day Service Department Staff acts in accordance with the mission of CARES. Adult Day Services is defined as a program of therapeutic social and health activities. Services are provided to adults who have functional impairments in a protective, safe and supervised environment that provides noninstitutionalized setting. The goal of the program is to delay or prevent premature institutionalization and enable individuals to remain at home, independent for as long as possible.

A key component to cost efficiency and program effectiveness is hiring and maintaining qualified and professional staff. Keeping turnover down through job satisfaction reduces the cost associated with hiring, screening and training. Staff retention impacts the consistency in care for positive outcomes, especially for persons with cognitive impairments.

As DOEA/AAAPP Lead Agency in Pasco County, CARES will provide individualized screening and assessment services with a collaborative, multi-step process designed to identify needs and ensure timely access to, and coordination of needed supportive services. The Adult Day Care staff will provide intake and assessment and community-based services to frail elders in Pasco County to assist caregivers with respite while maintaining their autonomy and independence in their home and/or community.

CARES has the ability to accept referrals and provide services on a countywide basis through an experienced team of professionals including our Center Managers, Case Managers, Case Aides, Screening and Assessment Specialists (these staff members are responsible for the completion of the DOEA Assessment for all OAA clients), Registered Nurses, Occupational, Physical, Speech Therapists, LPNs, Homemakers, CNAs, (under Contract/Vendor Agreement), and other support staff members who have the experience and knowledge of available community resources and program guidelines and procedures. The Homemaker, Chore and ADC Department is managed by the Program Accountability Supervisor under the supervision of the Chief Operations Officer with the ability to be contacted on a 24-hour basis via a designated cell phone line.

The following are domains in CARES Adult Day Services Department that are integral in achieving effectiveness.

<u>CARES Organizational Characteristics</u> to provide cost effective and efficient Adult Day Services are:

- a. Level of Professionalism/Training
- b. Organizational Capacity to Provide Adult Day Services
- c. Staffing/Wages and Benefits

- d. Outcome/Evaluation
- e. Technology and IT
- f. Communications Internal/External

Organizational capacity to provide OAA Adult Day Care Services:

Each department at CARES has qualified person that keep current within their respective industry to analyze trends and demographics for improved operations. All departments interact with the Adult Day Services department.

There is excellent communication and cooperation among the departments that support the success not only for Adult Day Services, but for each department. CARES leadership teams collaborate and offer assistance when possible to achieve an operational function. This is to keep costs down and productivity up.

The following is a broad overview/outline of distinct divisions within CARES. All divisions/structures within the organization play a critical role in meeting staffing, financial, and reporting requirements.

Each major program area has a department director reporting to the President/Chief Executive Officer or Chief Operations Officer. Each department director assures that the fiscal, care management, home health, and support services operational goals are attained. CARES obtains an annual agency-wide financial and compliance audit. The fiscal operation is centralized under the direction of the Chief Financial Officer.

President/Chief Executive Officer

The President/Chief Executive Officer has overall responsibility for the operation of CARES and is accountable to the Board of Directors. She has been employed by CARES since December 2015. She has a Masters' Degree in Public Administration with Public and Nonfor-Profit Business concentration. Additionally, she has worked both in the aging and social work area for over twenty-nine years with the last twenty-three years managing DOEA Programs in Florida.

On January 2018, Jemith also earned a certification as an Adult Day Care Alzheimer's Disease and Related Disorders Trainer from the University of South Florida and the Florida Policy Exchange Center on Aging. On 2013, Jemith earned her accreditation from the Florida Department of Elder Affairs and the University of South Florida as an Administrator of an Assisted Living Facility.

Furthermore, Jemith has also completed over 200 hours of continuing professional education credits over the course of the past five years from the Center for Professional Development at the Florida State University – Elder Leadership Institute and the University of Miami School of Medicine. Jemith has served on several committees for the Florida Association of Service Providers (FASP), the Florida Council on Aging (FCOA), Pasco Aging Network (PAN), Florida Association of Free and Charitable Clinics (FAFCC), Home Care Association of

Florida (HCAF), American Society for Public Administration (ASPA) and several civic and community groups including the The Concourse and the Rotary Club.

Chief Financial Officer

The Chief Financial Officer has been employed by CARES since October 2018 and has over forty years related experience in the grant management/accounting disciplines. He is responsible for the compilation and submission of all financial reports and payments requests made to the Area Agency on Aging of Pasco-Pinellas, Inc., for our federal and state funded programs. Prior to submission of these reports or requests, verification of billed units and data are made by personnel in the Community Care/Case Management Department with final approval from the Programs Accountability Supervisor.

The Chief Financial Officer oversees fiscal staff who handles all state and federal grants. Additionally, the Accounting Supervisor, the Billing Specialist, and the IT Administrator are under the direction of the Fiscal Department. He has a <u>hands-on</u> supervisory approach to overseeing all aspects of the CARES financial status. He has experience implementing systems and building out sophisticated and flexible reporting capabilities as well as putting controls, processes and procedures in place to support the company as it scales. He is the point of contact for external auditors, and governmental and regulatory agencies.

Chief Operating Officer

The Chief Operating Officer brings over 25 years of experience in health care and non-profit management. She has knowledge and experience with Department of Elder Affairs funded programs having been employed for fifteen years at an Area Agency on Aging. The Chief Operating Officer is responsible for the oversight and coordination of the Care Management Departments which includes the Adult Day Care Centers. She is responsible for efficient and effective departmental operations and as well as ensuring regulatory, contractual and agency requirements are met.

Care Management Department

The organizational capacity of CARES Adult Day Care Department a sub-department of CARES Care Management Department relates to the experience of the CARES personnel whose day to day responsibilities relate directly or indirectly to it.

The Programs Accountability Supervisor has been with CARES since 2017 and functions as the Contract Manager for CARES' OAA Programs, VA and Private Pay programs. As such, she is the Contract Manager for CARES' OAA Homemaker, Chore and Adult Day Care Programs. She assures that the programs and personnel are in compliance with the Policies and Procedures established by the Department of Elder Affairs, the Area agency on Aging of Pasco-Pinellas, Inc., and CARES.

The Program Accountability Supervisor meets regularly with the Center Managers to discuss issues of the Adult Day Care program and participate in planning, developing and coordinating Adult Day Care goals, objectives and strategic plans.

Reporting and data entry in CIRTS are conducted at the CARES Administrative Office in Hudson, FL. CARES CIRTS data entry workers have established an excellent working relationship with the Area Agency on Aging of Pasco-Pinellas Data Management personnel. CARES CIRTS data entry workers are responsible for entering all client specific data in CIRTS, received service data and for report queries, as well as, reconciliation of programmatic data and work closely with CARES Fiscal Department.

Case Managers in the Case Management Department ensure client eligibility, service coordination, and adherence to program goals and objectives. Case Aides assist Case Managers with service coordination, service monitoring, billing and unit of services reconciliation.

Records/File Clerks within the Case Management Department assist in maintaining client files, as well as, in the coordination of information for CIRTS, our Fiscal Department, and Case Management Department Supervisors and Case Managers.

III.A.6. DOCUMENTATION OF EFFECTIVE MANAGEMENT / SERVICE QUALITY.

Attachments VI

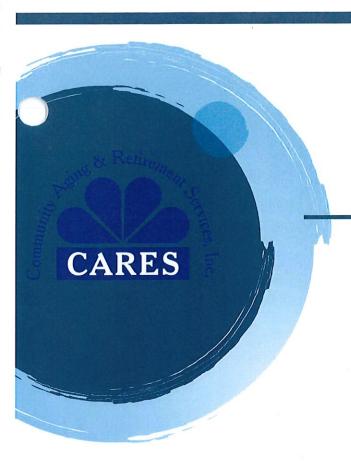
- a. DOEA 2020 Adult Care Food Program Monitoring
- b. ACHA 2019 ADCs Monitoring
- c. Department of Veterans Affairs VA 2019 Monitoring
- d. ACHA 2019 Home Care Agency Monitoring (Survey Visit)
- e. ACHA 2019 Home and Community-Based Monitoring

Attachment VII

- a. Pasco County Senior Services Letter of Support
- b. Mike Fasano Pasco County Tax Collector Letter of Support
- c. Seniors in Service Letter of Support

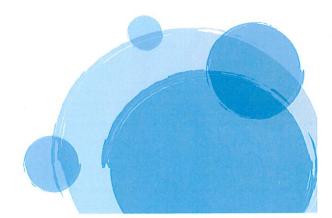
IV.A. TRANSITION PLAN

CARES is a current Older Americans Act provider therefore no "Transition Plan" is required.



Audited Financial Statement

Attachment VIII



I.B.2 CERTIFICATION OF 30 DAYS OPERATING FUNDS

Community Aging & Retirement Services, Inc., dba CARES, typically has 60-days minimum operating reserve in comparison to the total Lead Agency program budget.

CARES also has access to a \$250,000 working capital line of credit with CenterState Bank.

I certify that CARES meets the 30-day minimum operating funds requirement.

Jemith Rosa, President/CEO

Attest - Michael Neumann, CFO

7/7/3030 Date

Date

I.B.3 STATEMENT OF NO INVOLVEMENT

I, <u>Jemith Rosa</u>, as an authorized representative of Community Aging and Retirement Services, Inc., certify that no member of firm nor any person having interest in this firm has been awarded a contract by the Department of Elder Affairs or Area Agency on Aging on a noncompetitive basis to:

1) develop this Request for Proposals;

2) perform a feasibility study concerning the scope of work contained in this RFP; or

3) develop a program similar to what is contained in this RFP.

Authorized Representative

Date

REQUEST FOR PROPOSAL AND CONTRACT TERMS AND CONDITIONS

I, <u>Jemith Rosa</u>, as an authorized representative of Community Aging and Retirement Services, Inc., certify that, if selected as the successful applicant, this agency/firm agrees to all the terms and conditions set forth in the Request for Proposal and contract.

Authorized Representative

Date



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DĐ/YYYY) 6/12/2020

6/12/2020 THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER. IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s). CONTACT Rebecca Sengaroun PRODUCER PHUNE [A/C, No, Ext]: 727-522-7777 Wallace Welch & Willingham, Inc. FAX (A/C, No): 727-521-2902 300 1st Ave. So., 5th Floor Saint Petersburg FL 33701 E-MAIL ADDRESS: certificates@w3ins.com INSURER(S) AFFORDING COVERAGE NAIC# INSURER A: Markel Global Reinsurance company 10829 CARESOG-01 INSURED INSURER B: Community Aging and Retirement Services, Inc. dba INSURER C: 12417 Clock Tower Parkway Hudson FL 34667 INSURER D: INSURER E: INSURER F REVISION NUMBER: COVERAGES CERTIFICATE NUMBER: 242787080 THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES, LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS ADDL SUBR POLICY EFF (MM/DD/YYYY) POLICY EXP TYPE OF INSURANCE POLICYNUMBER LIMITS COMMERCIAL GENERAL LIABILITY FITGL337682020 6/1/2020 6/1/2021 Α Χ EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) X CLAIMS-MADE \$1,000,000 OCCUR MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 \$3,000,000 GENERAL AGGREGATE GEN'L AGGREGATE LIMIT APPLIES PER: PROT PRODUCTS - COMP/OP AGG \$3,000,000 POLICY Loc OTHER: COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 6/1/2020 6/1/2021 AUTOMOBILELIABILITY FITAU337682020 BODILY INJURY (Per person) X ANY AUTO \$ OWNED SCHEDULED AUTOS NON-OWNED BODILY INJURY (Per accident) \$ AUTOS ONLY HIRED AUTOS ONLY PROPERTY DAMAGE (Per accident) s Х Х \$10,000 pjp HMBRELLALIAR EACH OCCURRENCE \$ OCCUR EXCESS LIAB AGGREGATE \$ CLAIMS-MADE \$ DED RETENTION \$ WORKERS COMPENSATION PER STATUTE AND EMPLOYERS' LIABILITY E.L. EACH ACCIDENT ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) \$ E,L, DISEASE - EA EMPLOYEE If yes, describe under DESCRIPTION OF OPERATIONS below E.L. DISEASE - POLICY LIMIT \$3,000,000 Agg \$1,000,000 Each \$1,000,000 Each Professional Liability Directors & Officers 6/1/2021 FITGL337682020 6/1/2020 \$1,000,000 Agg FITDO337682020 6/1/2020 6/1/2021 DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Coverage Extending to All Locations Including: 6640 Van Buren St, New Port Richey, FL 34652 13906 Fifth Street, Dade City, FL 33525 12417 Clock Tower Parkway, Hudson, FL 34667 4136 Barker Dr, New Port Richey, FL 34652 CANCELLATION CERTIFICATE HOLDER SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. Information Only 12417 Clock Tower Pkwy. AUTHORIZED REPRESENTATIVE Hudson FL 34467

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FLORIDA DEPARTMENT OF ELDER AFFAIRS SIMPLIFIED UNIT COST METHODOLOGY PERSONNEL COSTS WORKSHEET PROBLET YEAR. December 31, 2021 RECIPIENT NAME: Community Aging & Retirement Sevices, Inc dba CARES

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FLORIDA DEPARTMENT OF ELDER AFFAIRS
SIMPLIFED UNIT COST METHODOLOGY
PERSONNEL COSTS WORKSHEET
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-	vacant	Center Manager	11,700.00		11,700.00	1,300.0					1,300.0			•		6				ř
-	vacant	Health & Wellness Educator	11,218.00	٠	11,218,00	884.0					884.0		•							•
	vacant	Communications Director	50,003.00	٠	50,003.00	2,080.0	64	104.0	104.0		1,808.0									•
	vacant	Accounting Asst	17,108.00	•	17,108.00	1,222.0					1 222.0	100.00%	1 222 0	17,108.00		1			,	,
	vacant	Bus Drys Tr Dot	5.720.00		5.720.00	572.0					572.0					. 1			•	•
-	vacant	ADC Center MarEast	33,280,00		33,280,00	2.080.0	64	104.0	104.0		1.808.0				100.00%	1.808.0	33,280.00			1
	vacant	Health & Wellness Educator	13.785.00	•	13.785.00	1.118.0					1,118.0			•						
	Valenzuela.M.	Case Manager	19.565.00	٠	19.565.00	1,397.0					1.397.0					,	,		٠	٠
	VanPetechem W	Elfare Sr Ctr Custodian	11 944 00	٠	11 944 00	13650					1365.0								,	
	Moreoki A	Linea of Carolina	00.000.00		00.000.00	0.000					2000									
	Mathachan	Homen and Company of the Company	A 850.00		5 850 00	585.0					0.0487									
	Well idi Dod, L.	Company of the Parish	00000		0,000	0.000					0.00		•							•
	White, T.	Clinic Admin Assist	00.004,01	•	10,400,00	0.040.0	•	0,00			0.040.0									
	WIIIS,L.	Homemaker/Companions	22,165.00	•	72, 165.00	2,080.0	40	104.0	0.40		1,808.0		•		,000 000				ř	•
	Wilson, J.	Program Assist	13,572.00		13,572.00	1,506.0					1,308.0				100.001	1,508.0	13,572.00	400 000/	. 755	- 47 550 00
	Will Boufford D	Homemater/Omnemonions	20,000,00		00.000.00	1000					0.00							100.00%	0.007,1	00,000,71
	With Dodinard, D.	Company of the Compan	34 200 00		31 200 00	2.080.0	64	1040	1040		0.000				36 00%	0 029	44 232 00		1 5	- 11
		liedo	20,250,00		20,250,00	2,080.0	2 0	0.70	0.00		0.000.0				7,00%	470.3	1 205 72	/8CE 0	. 017	1 257 00
			20,000,00		20,000,00	2,100.9	5	0.45	0.1		2,100.0				0000	1.0	07.080.1	0.00%	7.001	1,237.90
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						178,283.8	2,752.0	4,472.0	4,472.0		N)									
																	_			
ш	TOTAL WAGES PERCENTAGE OF WAGES	FWAGES	2,425,536.00		2,425,536.00								- E	451,128.00 18.6%			307,978.23 12.7%			136,239.00 5.6%
										,							-			
ū	PERCENTAGE OF HOURS	E HOIIBS								-	166,587.80		17,871.9			13.8%			10,996.7	
•						-					8000		2	-		200			0.0	

				ss, Inc dba CARES
IFFAIRS	SGY		-	ommunity Aging & Retirement Sevices, Inc dba CARES
LORIDA DEPARTMENT OF ELDER AFFAIR	IMPLIFIED UNIT COST METHODOLOG'	SONNEL COSTS WORKSHEET	December 31, 202	: Community Aging
FLORIDA DEPART	SIMPLIFIED UNIT	PERSONNEL COS	BUDGET YEAR:	RECIPIENT NAME

	gram	WAGE	1,441.44						11 11		70.40					92.60			777.80																				3,262.24	517.76		
**	23) elf Mgt. Pro		5.5 1,4								8.1 2					3.8			2.0 4.0																				9.6	9.8		
324	Diabetes S	DF HR/UNIT	9 %0								1 %0					8 %0			10% 31																				00% 24	9 %00		
	gt IIID	TIN TIN	88 4.0					7.2		. 73	0.40			.56		9.52 2.0			3.13 20.00%											т. т.									0.57 16.0	1.93 16.0		
	base Self M	WAGE	0 2,882							4 3,914	1 270			3 1,720.		6 1,219.			3,466																		F00-F00		8 2,650	8 .		
323	(22 hronic Dise	HRUNIT	, 131.0		• •					. 271.	. 18.			. 72		% e7.			% 265.																				202.	25.		
	D QIII	E % OF	8.00%							29.009	1.00%			4.00%		4.00			17.00%																			9	13.00%	13.00		
		WAG																																								
351	(18) Escor	HRVUN												G 1000	•																						10070					
		% OF										82																_									0		10			_
	dlh	WAGE				4,524.00			351.00				143.00	430.14							1		269.75	546.00		202.80		325.00	715.00			471.90		604.50	858.00	130.00	429.00	543.40	807.95	331.50		514.80
348	(10) ompanions	1R/UNIT				271.2		٠.	29.3			' ' 0	2.4.9	18.1							9 .		27.0	45.5		16.9		32.5	5.2	r r	٠ ، ٥	42.9	- 1	60.5	78.0	13.0	39.0	49.4	73.5	33.2		42.9
	ŏ	% OF TIME				15.00%			2.00%			900	5.00%	1.00%						900	0.00.0		2.00%	5.00%		5.00%		2.00%	5.00%		,000 H	5.00%		5.00%	5.00%	5.00%	5.00%	2.00%	2.00%	5.00%		5.00%
	(p)	WAGE		r r		1,144.00			0.0			1,040.00		0.00						n rs					к с		1 1						2.0								4,302.4	
356	(9) e (Enhance	RVUNIT				. , 60.					;	90.4										٠.																		60	9	
	Chor	% OF TIME HE				2.00%						2.00%																												20 mov	00.00	
		WAGE		270.00								120.00			22,069,00				00.000			.992.00			e e								22,880.00						1 1	45	2 , ,	
4	s) ore	R/UNIT C		13,			. ,					21.7			38.0 22				0.0			51.6 4			r e								38.0 22							80	t	е е
394	ch	Ι.		1,50								2,0%			1,80			70	80			36 %0											1,8							76%		
		% OF TIME		100.00							0.5	15.0			100.00%			200,000	9			20.00%								0			100.00							70.07	2	_
	nt	WAGE				100		5,948.80	24,563.70		3,515.20	15,600.0		•				35,006.0					32,032.0							33,280.0						45,760.0					٠.,	
390	(6) Case Manageme	HR/UNIT				0.000		470.1	1,444.5	٠.	235.0	1,356.0						1,808.0					1,265.6	٠.						1,808.0						1,808.0						
	Case	% OF TIME			100 000			26.00%	%00.06		13.00%							100.00%					70.00%							100.00%						100.00%						
		T % OF	0000	000			0.0						8 8 8	8 8 8	8 8 8	3.00	8 8 8		80.6	000	00.0	0.00		9.0	00.0	0.00	3.00	2.00	00.0		200	00.00	0.0	0.00	00.0			00.0	00.6	8 8 8	200	30.0
		PROPOS	37,440.00 36,036.00 10,008.00	13,270	7,72	30,16(11,440	22,88(7,021	33,28(27,040	8,320	2,860	43,014	22,06	30,48	11,726	35,006	20,38	15,30	36,000	23,92	5,39.	24,27. 10,920	27,040	13,52(14,50	6,50	1,04(33,280	13,48	64.6	22,88	12,09	32,24	2,60	8,58	72,10	16,15	6,63	29,12	10,29
S	% Increased by: 0%	PROPOSED		•													11)	• • •					• •	• •			• •		1, 5													
dba CARE	% Inc	S PR	6.00	0.00	2000	00.00	0000	00.00	3.00	0.00	0.00	00.0	000	0.00	00.6	8.00	00.9	6.00	9.00	5.00	0.00	0.00	0.00	0.00	0.00	00.00	8.00	5.00	00.00	00.00	2000	8.00	00.00	00.00	0.00	0.00	00.00	0.00	99.00	00.00	00.00	90.00
avices, Inc		CURRE	37,440.00 36,036.00 10,008.00	13,27	7,72	30,16	25.70	22,88	7,02	33,28	27.04	8.32	2,86	43,01	22,06	30,48	11,72	35,00	20,38					10,92	27.04	13,52	14,50	6,50	1.04	33,28	13,44	64.6	22.86	12,08	32,24	2,60	8,58	72,10	16,15	9,00	29,12	10,29
irement Se		NOIL			<u>v2</u>			St			alist		2 4	2			22		ator		2	st pecialist	22	_	alist	22		8 -	क क	S S		22				ns prvisor			ator	St stor	2	52
2021 ging & Ret		DESCRIF	Services		companion	15	15	CoordWe	_	Agr-West ess Coord	Intry Spec	Aide	Companior	ator	m Coord.	nic	Companior	<u>.</u>	ness Educ	sst	nbr	CoordWe	Companior	Custodiar I's	Entry Spec	Companior	Manager	Companion Constodian	Companio	Companio		Companio	_ =	iver	e Asst	Companion			Companio	Companio		Companio
ember 31, mmunity A		POSITION DESCRIPTION	IT Administrator Dir.of Clinical Services Custodian	ovel Coord	A	Office Mg	C LPN-We	Homemaker/Companions ADC Activity CoordWest	IA Se Manage	C Center It	CIRTS Data Entry Specialist	me Health	Homemaker/Companions	Administr	ore Progra	SR Health Clinic	memaker/	se Aide se Manage	alth & Well	Clerical A	counting S	ADC Activity CoordWest Chore Scrng & Assmt Specialist	memaker/	Musunuru Ctr Custodian Service Coord's	CIRTS Data Entry Specialist	CNA Homemaker/Companions	ors Center	sunuru Ctr	memaker/ memaker/	Homemaker/Companions Case Manager	ake Coord	Homemaker/Companions	ore Worke	Homecare Driver	Administrative Asst	Homemaker/Companions Case Manager/QA Supervisor	CNA Activity Coord	\$ 0	Health & Wellness Educator Homemaker/Companions	Health & Wellness Educal Homemaker/Companions	ical Asst	Homemaker/Companions
BUDGET YEAR: December 31, 2021 RECIPIENT NAME: Community Aging & Retirement Sevices, Inc dba CARES	y 18, 2003		Eāð																																							
SPIENT N	Revised July 18.	STAFF	Adebanio, O. Alvarez, K. Amoroso, A.	lev.R.	inez, S.	J.	r B.	odgood,C.	rt,K nciforte,N.	er.T.	wn,M.	ne, C.	atam.L.	- K.S.	ley,E.	noky, G.	melio,J	on,C.	Kee, C.	, T.	tes.A.	ia,C. linez,C.	ns,B. den,E.	mez,J. bas,C.	larte, A. ter, A.	res,K.	ton,G.	ese, A.	n.L. acek,F.	A.A.	caster,L.	wence, S.	It,S.	shall,D.	the.M.	yer.B.	ore,E.	Imann, M	froza,D.	iseno,M.	er.A.	Dinson,A.
3 M	E	1000	Ade	And And	Ante	Ball,	Bick	Bloc	Bran	Broc	Butr	Cair	5 6 5	Clar	3 5 6	Dalr	80	Didi	3	Ellis	Fleit	Sod	Solo	Suit	Guil	Hay	무유	Inglan	Za Z	King	E E	Law Law	1 1	Mar	Mat	Ne ye	Min	Nec	Ped	F O O	in the	20 P

S				ement Sevices, Inc dt
LORIDA DEPARTMENT OF ELDER AFFAIRS	SIMPLIFIED UNIT COST METHODOLOGY	IS WORKSHEET	SUDGET YEAR: December 31, 2021	RECIPIENT NAME: Community Aging & Retirement Sevices, Inc dt
FLORIDA DEPART	SIMPLIFIED UNIT (PERSONNEL COSTS WORKSHEET	BUDGET YEAR:	RECIPIENT NAME:

Column C	Control Cont	RECIPIENT NAME: Community Aging & Retirement Sevices, Inc dbe CARES & Incre.	ices, Inc dba CARE	CARES % Increased by:			390		ะ	394		356	9 (6)		348			351		323	E 22		324	
Company Comp	Column C			%0		Case N	fanagement		ซ	nore		Chore (Er	nhanced)		Companior	glys		Escort	_	ID Chronic Di	sease Solf Mg		ibetes Self N	igt. Progra
### Secretary No.	1,000 1,00				Manager St.				10				///			WAGE	% OF			PO 8	WAG			WAGE
1,000 1,00	1,100 1,10	DESCRIPTION	WAGES INC	73	BUDGET %	S OF TIME HI		+	7.		1				HRVUNIT	COST				_		-	-	COST
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FLORIDA DEPARTMENT OF ELDER AFFAIRS SIMPLIFIED UNIT COST METHODOLOGY PERSONNEL COSTS WORKSHEET BUDGET YEAR. December 31, 2021 RECIPIENT NAME: Community Ading & Retirement Sevices, Inc dba CARES

341	(29) Homemaker	= HR/UNIT	344.0	1,235.0				117.0		18.1 1% 90.4	358.2 358.2 3% 271.7 469.3	0 .0	9.79 %0	1,012.7		395.2	296.4	1,446.4		.0.0		617.5		98.8 9% 1,446.4	10	586.0	28			312.0 3% 247.0	156.0	197.6	1,395,6			9% 327.6 9% 284.1
	ter	SE % OF	1.80 21.00	95.00%	- 62.009	300 00		- 20.00%	6	5.00%	95.00%	20.00	- 5.009	95.00%		20.00%	- 95.009	95.00%	52.00	- 37.00%	- 20.00	- 95.00%		95.00%		49.00%		- 23.0	87.00%	- 20.00%	- 20.009	- 20.009	6.70	888.03	20.0	20.00%
0	28) oving for Bet	WAGE	81.9 1,801.80						15.3 3,104.	18.1 27						4.8 b,/2 -																	468.0 6,116.70	98.7 88		
329	(28) IID Tal Chi-Movii	OF HRUNIT	5.00% 8						23.00% 21	1.00%						33.00% 514.																	30.00% 46	23.00%		
	ry Day II	WAGE %	360.36 5.						539.88 23	270.40 1			.219.52									- n			6 (6)					r r			23	347.49 23		
328	(27) b Living Ever	NHVUNIT O	16.4						37.4	18.1			67.6																٠.				109.2 1,	38.6		
	IIID Active	% OF TIME H	1.00%						4.00%	1.00%			4.00%																				7.00%	%00.6		
	Every Day	WAGE	360.36						1,214.73	270.40			2,439.04		* *														٠.				815.56	154.44		
325	(26) paithy Eating	HRUNIT	6 16.4						84.2	18.1			4 135.2							e e				е е									62.4	7.2		
	HOIII	E % OF	1.00%						9.00%	1.00%			8.00%		8	8 .																	.90 4.00%	.15 4.00%		
	f Balance	WAGE	1,081.08						4 2,024						!	70,4																	0 2,038,90	4 579.		
327	IIID Matter o	E HR/UNIT	. 49.	111					140.														•										156.	0% 64		
	41	SE % OF	3.00%						9.40 15.009	0.40			92'609		5	- 20.007%																	4,077.80 10.00%	772.20 15.00%		
	Pain Solf Mg	WAGE	.9 1,801						.2 2,699.40	3.1 270.			.8 60			50.7				и с							. , .						ο.	ω,,		
326	IID Chronic	% OF TIME HR/UNIT	81 %00						187 187	30% 18			%00		200	800																	20.00% 31;	90% 85.		
		NAME AND ADDRESS OF THE OWNER, WHEN PERSON NAME AND ADDRESS OF THE O	5	20.00	40.00	08.00	80.00	20.00	97.00 20.00	00.00	,320,00 ,860,00 ,928,00	50.00	2	26.00 00.00	06.00	65.00	2000	95.00	20.00	32.00	20.00	00.00	00.00	17.00	656.00	52.00	09.00	24.00	66.00	00.00	90.00	68.00	**	3,861.00 20. 6,630.00 14,508.00	20.00	89.00
j	ii ii	PROI	36 10 14	18,2	37,4	25,7	23.52	27.2	13.6 4.4 6.4	27,0	0,0,0,0,0	4.12	14.8	11.7	35.0	2,2,2	3. E. O. C.	24.0.1	10,9	27.0	0,4 0,50 0,50	6,4	14,3	23.3	33.2 19.6 13.4	6.4	25.72	12.0	32.2	17.1	. α α . α . α	10.8	20,3	8,0,4 8,0,4	21,9	3,20,20,20,20,20,20,20,20,20,20,20,20,20,
ARES	% increased in	PROPOSE		1 1 1	- 1					• • •			• •			•							'.'	* *		•							• •			• • •
s, Inc dba C		URRENT	37,440.00 36,036.00 10,008.00	13,270.00	37,440.00	22,880.00 25,708.00	22,880.00	7,020.00	13,497.00	20,800.00	3,770.00 2,860.00 5,928.00	21,450.00	14,872.00	11,115.00	35,006.00	22,165.00	3,120.00	5,395.00	24,274.00	17,732.00	13,520.00	14,508.00	2,265.00	1,040.00	33,280,00 19,656,00	14,352.00	25,709.00	21,424.00	8,866.00	2,600.00	8,580.00	10,868.00	20,389.00	3,861.00 6,630.00	29,120.00	20,280,00 3,289,00
nent Sevices																																				
RECIPIENT NAME: Community Aging & Retirement Sevices, Inc dbs CARES		POSITION DESCRIPTION	IT Administrator Dir.of Clinical Services Custodian Travel Coord	Vorker aker/Companions	anager ce Mgr	nin Asst N-West	tivity Coord,-West	anager	Weliness Coord	Data Entry Specialis lealth Aide	RN Homemaker/Companions Homemaker/Companions	ninistrator	lealth Aide	Manager laker/Companions ide	anager	A Wellness Educato	laker/Companions	Chore Scring & Assmt Specialist Homemaker/Companions	rru Ctr Custodian Coord's	Data Entry Specialis	CNA Homemaker/Companions COO	Senter Manager	iru Ctr Custodian	taker/Companions	onist		Center Nurse Chore Worker	n Assist	strative Asst	aker/Companions	Case Manager/UA Supervisor CNA	CFO	& Wellness Educato	Health & Wellness Educator Homemaker/Companions Homemaker/Companions	lsst	CNA CONA Homemaker/Companions
E: Commi	2003	POS	Dir.of C Custodi Travel C	Homem	Case M HH Offs	ADCLE	Homen ADC Ac	Case M	Health	CIRTS Home	RN Homen	CNA	Home I	Center Homen	Chore V	CNA	Homen	Chore	Musuni	CIRTS	Homen	Elfers (Musuni	Homen	Recept	CNA	Center	Progra	CNA	Homen	CNA	CFO	Health	Health	Fiscal /	CNA
ENT NAM	-orm Revised July 18, 2003	STAFF	ez,K. roso,A.	94.R.	Ja.V.	oma,L. B.	dgood,C.	ciforte,N.	KT.	X O	Chase, S. Cheatam, L. Cintron, D.	10.L	er.K.	minger,M. nelio,J rres.A.	n,C.	, T. B.	. Y. J.	s.B.	85,C.	rte.A.	s,K. ricks,R.	e, A.	Se,A.	son,A.	C. A.	II.P.	on,G.	n,D hall,D.	lik,J. e,M.	rski,M.	elli.R.	ar,E.	V.C. oza,D.	ps, S. eno, M.	ins,S.	nson, A. lan, J. lero, L.

FLORIDA DEPARTMENT OF ELDER AFFAIRS SIMPLIFIED UNIT COST METHODOLOGY PERSONNEL COSTS WORKSHEET BUDGET YEAR. December 31, 2021 RECIPIENT NAME: Community Aging & Retirement Sevices, Inc dba CARES

POSTION RESCRIPTION 19 (1962) 1	Form Revised July 18, 2003			%0 III 64364 Dy.		IIID Chro	IIID Chronic Pain Self Mot.	Mat	IIID Matte	IIID Matter of Balance	r	IIID Healthy Eating Every Day	d Every Day	-	IIID Active Living Every Day	H	Tal Chi-Mo	IIID Tal Chi-Moving for Better	-	Homemake	ker
This continue conti					· · · · · · · · · · · · · · · · · · ·		_							-		+		_			
1,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0	STAFF	POSITION DESCRIPTION	CURRENT	PROPOSED		1,000,00														HR/UNI	
Continue	sa,J.	President/CEO	101,055.00	•	101,055.00		,	-			-										
### Control	sado, C.	Hmkr Scrng& Assmt Spec	15,600.00	•	15,600.00		•					•	•		•				100.009		88
######################################	ndoval,P.	CNA	5,291.00	•	5,291.00		•					•	•		•			•	20.00%		
1,244.00 1,244.00	ntiago, D.	H R Director	45,760.00		45,760.00		•	,				•			9						
A	wartz, P.	Homemaker/Companions	12,584.00		12,584.00		•				,	*	٠			•			95.00%		88
1,000 1,00	tos.C.	Program Assist	18,720.00		18,720.00						,	•	4							•	•
According 1,000	ith.J.	Program Asst	5,460.00	•	5,460.00															•	•
Marcountainity Supervise 374400 3	ith.K.	HH Scheduler	11,908.00	•	11,908.00						,	•	٠						95.009	691.6	
Continue	M	Program Accountability Superviso			37,440.00						,								25.009	452.0	
######################################	fan B	Service Coord			8.840.00							•	•						95.009		
77.600 17	0	Homemaker/Companions	13 000 00		13,000,00														95,009	•	•
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Control Cont		Case Manager	00.044.70	•	20.000														-		
1,522.00 1,522.00	eda,A.	Service Coord	00.091,71		17,160.00														95,007	1,482.0	16,302.0
### \$55000 \$55000	nant,P	Case Aide/BRC	15,532.00		15,532.00		,	,			,	•	•		,	,			The state of the s		
A A A A A A A A A A A A A A A A A A A	N'Hbuisined	CNA	8,580.00	•	8,580.00							•	•						20.009		
#### Communication 11,4400	ta.J.	Program Assist	15,080,00	•	15,080,00		•			•	,	•	٠		•					•	•
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1,100 1,10	in Carrie	Childring Age Companies	00.00		00.000		i i			ii i	0	Ö.							0000		
## 170 ## 170	SITO, E.		10,304.00	•	00.400								•						20.00		
## 17 DB ##	man, M.	Program Assist	13,806.00		13,806,00							•	•		•					e	
1,700.00 1,700.00	ant	Bus Drvs Tr Dpt	8,060.00	•	8,060.00					ı	ı	•			ı					•	•
1,218.00 1,218.00	ant	Center Manager	11,700.00		11,700.00			_				•								,	•
17,100.00 17,1	ant	Health & Wellness Educator	11,218.00		11,218.00		35.4				48.72									•	•
## 17.18.00 17.18.00	ant	Communications Director	50,003.00	•	50,003.00							•	•					•			•
## \$ 77000 \$5,7200 \$5,7200 \$5,7200 \$1,75500 \$2,000% \$2,75700 \$2,000% \$2,75700 \$2,000% \$2,75700 \$2,000% \$2,75700 \$2,000% \$2,75700 \$2,000% \$2,75700 \$2,000% \$2,75700 \$2,000% \$2,75700	ant	Accounting Asst	17,108.00	•	17,108.00		'n	9				9	•								•
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15.565.00 11.565	ant	Health & Wellness Educator	13,785,00	•	13.785.00	20.00%					84.10	•	•			- 25.			25	•	•
TOTIC Custodian 11944000 11944000	M eleizue	Case Manager	19 565 00	•	19 565 00						,	•	•			,				,	•
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### Companions 1,550.00	rgacki,A.	Homemaker/Companions	20,020,00	•	20,020,00							•	•						95.00		
To design the following state of the followin	therbee, L.	Homemaker/Companions	5,850.00	•	2,830.00														95.007		
Advantage of the control of the cont	Ito, H.	Clinic Admin Assist	10,400.00		10,400,00							•									•
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def 77,550.00 77,550.00 77,550.00 77,550.00 75,5	son,J.	Program Assist	13,572.00		13,572.00					9	,	•	•			•				•	•
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100.0% 0.7% 0.6% 0.2% 0.2% 0.3%	TAL WAGES		2,425,536.00	•	2,425,536.00		15	907.15		13,9	08.32		5,257.89		4	593.82		22,361.	80		434,942.
COMPT COMPT	SCENTAGE OF	WAGES			100.0%			0.7%			%9.0		0.2%	. 0		0.2%		o	%6		17.
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FLORIDA DEPARTMENT OF ELDER AFFAIRS
SMAILHED UNT GOST METHODOLOGY
PERSONNEL COSTS WORKSHEET
PERSONNEL COMMUNICATION & DAINTMENT
PERSONNEL COMMUNICATION

	%'age Check	Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.001	100.00%	100.00%	100.001	100.00%	100.001	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.001	100.00%	100.00%	100.00%	100.001	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.001	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
activities	WAGE	COST				1)								1		i			10					•																		£				9		•		10						, ,	1	
oldmollen		HR/UNIT								٠						a ·			e 1	•			*	•							э		c e									e:										•		•				e e
Findraleing & Haalloumble Activities		% OF TIME																																		,							2-330															
Activities	WAGE	COST	360.36	14,508.00						٠		٠			8,320,00						24,390.40	11,115.00		•								24,274.00				14.508.00	0000	2,265.00	٠		19,656.00							9,952.80		4,976.40	6,303,44			•		12,742,60	14 760 40	11,702.40
Non-DOFA Services & Activities	1	HRONIT	16.4	1,209.0						E	0.0			9 9	832.0	•				•	1,352.0	1,235.0		*					•	. ,		1,808.0				1,612.0	0.710	260.0	٠		1,808.0			•		٠		904.8		452.4	573.0	٠		•		980.2	0	3
Non-DOF	L L L L L L L L L L L L L L L L L L L	% OF TIME	1.00%	100.00%											100.00%						80.00%	100.00%										100.00%				100.00%		100.00%			100.00%							58.00%		58.00%	58.00%					28.00%	70 UU	20000
5	WAGE	COSI								٠		•		•		•		r		•			¥	٠					1		×			e 1			9		٠		0.0	•		,		•		•		- 610		•		•	,			0.00
(61)	1	HK/UNIT								٠								٠		•			•	•		٠					٠						9					•		,		•		•		r				t				
	% OF	1																																																								
ome	WAGE	ISOS	7,567.56		715.00	1,158.30	6,635.20		2,516.80		196.40		3,146.00			•		7,312.38	17,160.00	14,128.40	ı	586.30	•			17,732.00					4,576.00	1 856 40	9,752.60	4,056,00	12,844.00		1	13 585 00		4,663.40	e e	672.10	26,109,0			8,704.80		2,917.20		1,458.60	1,847,56			•		4,833.40	3 447 60	0,411,00
(53)	1	HWON!	344.0	•	65.0	105.3	397.8		228.8	. 6	0. 1		286.0	•		•		307.4	1,311.2	1,284.4		53.3		•		1,580.8					180.8	1547	886.6	57.5	1,284.4		ā	1358.5	٠	361.6	СС	61.1	220.2			870.5		265.2		132.6	168.0			1)		371.8	278 5	7.0.7
	% OF	TIME	21.00%		5.00%		22.00%		22.00%	7000	%00.71		22.00%					17.00%	80.00%	95.00%		5.00%				80.00%					10.00%		55.00%					95.00%		20.00%		5.00%	46.00%			72.00%		17.00%		17.00%	17.00%					22.00%	47 00%	11.00.71
0.1	WAGE	ISOS -	5,405.40			3,861.00	301.60		6,635.20		4,077.60		8,294.00			•		11,183.64		•				٠							1,372.80	2 839 20	1,418.56	7,352.00	•		•		٠					1			709.28	ı		٠								
(43) Personal Ca	1 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	- INONII	245.7			351.0	18.1		603.2	. 000	5,55		754.0			٠		470.1					×			e					54.2	- 98C	129.0	196.0			•				СС						64.5	¢		•				•				e e
	% OF	_	15.00%			4,7	1.00%		28.00%		58.00%		58.00%					26.00%													3.00%		8.00%														8.00%											
	PROPOSED	37.440.00	36,036.00	14,508.00	14,300.00	37,440.00	30,160.00	25,708.00	11,440.00	23,566.00	27,293.00	33,280.00	14,300.00	27,040.00	8,320.00	3,770.00	5,928,00	43,014.00	21,450.00	14,872.00	30,488.00	11,115.00	20,800.00	35,006.00	20,389,00	22,165.00	3 120 00	36,000.00	23,920.00	5.395.00	45,760.00	10 920 00	17,732.00	4.056.00	13,520.00	14,508.00	6,500.00	2,265.00	1,040.00	23,317.00	19,656.00	13,442.00	9.438.00	25,709.00	27,880,00	12,090.00	32,240.00	17,160.00	2,600.00	8,580.00	10,868.00	72,100.00	16,159.00	3,861.00	14,508.00	29,120.00	10,296.00	3,289.00
% Increased by:	PROPOSED P	CKEASE										•				•		ı			•		•		• • •						•			• •		, ,			•			•		•								•		2,0	648			5.5
%	CURRENT		36,036.00	14,508.00	14,300.00	37,440.00	30,160.00	25,708.00	11,440.00	23,566.00	27,293.00	33,280.00	14,300.00	27,040.00	8,320.00	3,770.00	5,928.00	43,014.00	21,450.00	14,872.00	30,488.00	11,726,00	20,800.00	35,006.00	20,389,00	22,165.00	15,305.00	36,000.00	23,920.00	5 395 00	45,760.00	10 920 00	17,732.00	4.056.00	13,520.00	14,508.00	6,500.00	2,265.00	1,040.00	23,317.00	19,656.00	13,442.00	9.438.00	25,709.00	21,424,00	12,090.00	32,240.00	17,160.00	2,600.00	8,580.00	10,868.00	72,100.00	16,159.00	3,861.00	14,508.00	29,120.00	10,296.00	3,289.00
6		IT Administrator	Dir.of Clinical Services	Travel Coord	Homemaker/Companions	CNA Case Manager	HH Office Mgr	ADC LPN-West	CNA Homemaker/Companions	ADC Activity CoordWest	Case Manager	ADC Center Mgr-West	CNA CONA	CIRTS Data Entry Specialist	Travel Coord	RN	Homemaker/Companions	HH Administrator	Chore Program Coord	Home Health Aide	SR Health Clinic	Center Manager Homemaker/Companions	Case Aide	Case Manager	Chore Worker Health & Wellness Educator	CNA	HR Clerical Asst	Accounting Supr	ADC Activity CoordWest	Chore Scring & Assmt Specialist Homemaker/Companions	Program Dir	Musunuru Ctr Custodian	CNA	CIRTS Data Entry Specialist	Homemaker/Companions	COO Elfers Center Manager	Homemaker/Companions	Musunuru Ctr Custodian Homemaker/Companions	Homemaker/Companions	Homemaker/Companions	Receptionist	Intake Coord	Homemaker/Companions	Center Nurse	Chore Worker Program Assist	Homecare Driver	Administrative Asst	CNA	Homemaker/Companions Case Manager/QA Supervisor	CNA	CNA COOLD	CFO CFO	Health & Wellness Educator Homemaker/Companions	Health & Wellness Educator	Homemaker/Companions	Fiscal Asst CNA	Homemaker/Companions	Homemaker/Companions
Form Rawland July 18, 2003	OT VIEW					Antunez, S. Arruda, V.			Bidwell, I. Bloodgood, C.	Boles, B.				Butrim,K											Durkee, C.	Elliott, T.	Ellis, T.					Gomez, J.	Guilarte, A.	Harter, A.	Hendricks, R.								Lavell, P.	Layton, G.	Linton.D	Marshall, D.	Martilik, J.	Maturski, M.	Meyer, B.	Minnelli.R.	Muller,E.	Neumann, M				Riner, A. Robbins, S.	Robinson, A.	Romero, L.

FLORIDA DEPARTMENT OF ELDER AFFAIRS SIMPLINED UNIT COST METHODOLOGY PERSONNEL COSTS WORKSHEET PROBLET YER. December 31, 2021 RECIPIENT NAME: Community Ading & Retirement Sevices, Inc dba CARES

The property of the property				% Increased by:			(43)			(23)			(61)							
Post	Sevisod July 18,	2003		%0			Personal Ca	re	2	espite (In-Ho	пе)	T.	ansportation		Non-DOEA	Services & A	ctivities	Fundralsing & L	nallowable	ctivities
Propertion Pro			A LOCATION			1						. !								
Hart Provided 15 (200.00	STAFF	POSITION DESCRIPTION	WAGES	INCREASE	BUDGET	TIME TIME	HRVUNIT	COST	TIME	HR/UNIT	WAGE		RVUNIT		OF TIME	RVUNIT	WAGE	% OF TIME	HR/UNIT	WAGE
H. Changes Continue Continu	٦.	President/CEO	101,055.00	•	107,055.00					,									١.	1
Comparison	0 0	Hmkr Scrng& Assmt Spec	15,600.00		15,600.00		•												•	1
Hermaneuricamentality Supremo	val.P.	CNA	5,291.00	•	5,291.00		•		17.00%	81.8	899.47				58.00%	279.0	3,068.78		4	•
Heartest Communication 15.554 Hear	10,D	H R Director	45,760.00		45,760.00		ř	E		•									•	١
National Companies 1,500.00 16,700.0	ırtz.P.	Homemaker/Companions	12,584.00		12,584.00		•	r		•									•	¥
A	Ö	Program Assist	18,720.00		18,720.00		e	6		•							,		•	7
Authorized by Secretary (1980)	j.	Program Asst	5,460.00		5,460.00		•	,		•									ï	•
Conformations (1744.00) (1	V	HH Scheduler	11,908.00	•	11,908.00		,	•		1			•	•					٠	٠
Section Sect	Σ	Program Accountability Superviso			37,440.00			0			1			,		•				
1,000 1,00	mi.	Service Coord	8,840,00		8,840.00		ì	•						,					•	٠
1,140,00 17,14	~	Homemaker/Companions	13.000.00		13.000.00			•		•			•						,	
Code (17,180.00 17,180.00 17,180.00 17,180.00 17,180.00 17,180.00 17,180.00 17,180.00 17,180.00 17,180.00 17,180.00 17,180.00 18,180.00	-	Case Manager	37,440,00		37,440.00		1	,					,	,					1	
#### 1552.00 1	4	Service Coord	17 160 00		17 160 00															
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1,000 1,00	1	Case Aldeland	10,002,00		00.255.00						•									•
1,540,00 1,500,00	N'UBUISIL	CNA	8,580.00		8,580.00	75.00%	585.0	6,435.00											î	î
11440 1144	-	Program Assist	15,080.00		15,080.00		r	•		•						£			•	٠
1,517.00 1,517.00	Son,D.	Homemaker/Companions	11,440.00		11,440.00		ē	e					•			٠			•	•
### 18904 00 113040	.Fon,J.	Homemaker/Companions	17,517.00		17,517.00	•	•	•	2.00%	79.6	875.85								٠	•
### 1986.00 13	ш	CNA	18 304 00	•	18 304 00	8	٠		5 00%	683	915 20		,		75 000%	1 240 0	49 720 00			
1,000 1,00	M	Program Assist	13 806 00	•	13 808 00		•	-	2000	100	27.0				0.00	1,540.0	00.027.00		•	
1,700.00		Bus Day Tr Day	8 060 00		8 060 00										400 000	0 000	00000			•
## Stratement			44 700.00		4,000.00									,	100.00%	806.0	8,060.00			•
### Section 11,450.00 11,4		Control Manager	20000	•	00.00	177									100.007	1,300.0	11,700.00			•
1,100,007 1,10		nealth & Wellness Educator	11,218.00		11,218.00						1			,	80.00%	707.2	8,974,40			1
1,000 1,00		Communications Director	50,003.00		50,003.00										100.00%	1,808.0	50,003.00		•	•
A Valiness Education 13,785.00 14,785.00 14,785.00 14,785.00 14,785.00 14,785.00 14,785.00 14,785.00 14,785.00 14,785.00 14,785.00 14,785.00 14,785.00 14,785.00 14,940.00 14,94		Accounting Assu	7,108,00		7,108,00															•
### Windle Section 13,785.00		Bus Divs II Dpi	3,720.00		3,720.00					•	1				100.00%	5/2.0	5,720,00		•	•
A Wellines Education 13,756,00 13,756,00 13,756,00 13,756,00 13,556,00 13,556,00 13,556,00 13,556,00 13,556,00 13,556,00 13,556,00 13,556,00 13,556,00 13,547,00		ADC Center MgrEast	33,280.00	•	33,280.00		ē	c		•	r								•	٠
19,565,00 19,565,00 19,565,00 19,565,00 19,565,00 19,544,00 19,565,00 19,544,00 19,5		Health & Wellness Educator	13,785.00	•	13,785.00		c	t:		•									•	•
### Companions 1194400	uela, M.	_	19,565,00		19,565.00			c			ı			,						٠
\$ 580.00	teghem.W.		11,944.00		11,944,00			•						,	100.00%	1365.0	11 944 00			
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drink Assist 10,400.00 10,	Ibani	Homemaker/Companions	5 850 00		5 RED OO					,			- 1			88				
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######################################		LomomotoriOmomorione	22 465 00		20 405										00.00	0.010	00.00			
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To Suppose Transcription Trans	.0.	Flogram Assist	13,372,00		13,572,00															•
20,350.00 - 20,020.00 - 20,030.00 - 20,030.00 - 20,350	-	Case Aide	00.066,11		00.066,71	50		·					•						٠	•
31,200.00 31,200.00 2.00% 40.7 328.65 25.00% 608.5 4,978.97	outland, D.	Homemaker/Companions	20,020,00		20,020,00												٠		•	•
20,350.00 - 20,350.00 2,00% 48,7 329.65 25,00% 6.08.5 4,978.97 (601,02) . (601,02) . (425,536.00 - 2,425,536.00 - 2,425,536.00 . (425,536.00 - 2,425,536.00 . (426,536.00 - 2,425,536.00 . (426,536.00 - 2,426,536.00 . (426,536.00 - 2,42		oben	31,200.00		31,200.00	2.00%	90.4	1,560.00						•					•	•
2,425,536.00 2,425,536.00 58,121,41 170,026,93 238,139,56 12,3% 12,3% 12,3% 12,3% 12,3% 12,3% 14,169,4 24,301.0 24,301.0 24,301.0		oben	20,350.00	•	20,350,00	2.00%	48.7	329.65	25.00%	608.5	4.978.97		•	,		,	(601.02)		•	
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2,425,536,00 2,425,536,00 58,121,41 170,026,93 0.0% 288,139,56 4.276.2 14,169,4 24,301,0																				
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100.0% 2.4% 14,166.4 7.0% 24,301.0 - 24,301.0	WAGES		2 425 536 00	•	2 425 536 00			58 121 41			170 026 03						2004 200 20			
4,276.2 14,169.4	ENTAGE OF	F WAGES	200000000000000000000000000000000000000		100.0%			2.4%			7.0%			0.0%			12.3%			0.0
4,276.2 14,169.4 - 24,301.0																				
	HOURS																			

FLORIDA DEPARTMENT OF ELDER AFFAIRS SIMPLIFIED UNIT COST METHODOLOGY)						
LINE ITEM BUDGET PROJECTIONS BUDGET YEAR: RECIPIENT NAME:	December 31, 2021 Community Agina & Retirement Sevices. Inc dba CARES	Retirement S	evices. Inc dba	302 CARES	334	393	390	394	356	348	351
Form Revised July 18, 2003			,	Service Reference	(1)	(5)	(9)	(8)	(6)	(10)	(18)
LINE ITEM EXPENSES	Prior Year Historical Costs	Proposed Increase/ Decrease	Proposed Budget Totals	Management & General Cost Pool	Adult Day Care	Case Aid	Case	Chore	Chore	Companionshin	to oo
Wages	2,095,793.00		2.425.536.00	8.00	307.978.23	136.239.00	314.464.22	118.243.85	٦,	21.197.64	-
Fringe	365,192.00	12.5%	410,892.00	29,940.00	63,852.00	17.928.00	50.768.00	21.504.00	2.020.00	7.144.00	,
Travel	45,481.00	-15.6%	38,386.00	1,150.00	2,700.00	2,100.00	12,660.00	2,256.00		72.00	
Education/Training	6,012.00	2.0%	6,135.00	1,440.00	195.00	1	1	1	•	31	,
Communications & Postage	68,801.00	3.8%	71,436.00	5,400.00	576.00	r	564.00	516.00	1	1	•
Utilities	68,050.00	1.3%	68,940.00			•		•	•		•
Printing & Supplies	30,993.00	14.9%	35,618.00	2,616.00	1	1,834.00	2,328.00	456.00	•	48.00	
Advertising	20,769.00	-28.3%	14,892.00		•	•	•	1	•	•	•
Insurance	51,403.00	-11.9%	45,288.00			ï		•	•	•	
Maintenance & Repair	55,992.00	17.6%	65,820.00		•	ı	1,560.00			•	
Equipment(non-capitalized less than \$1000 each)	9,839.00	-100.0%		•	•	•	•		•		
Professional fees/Legal/Audit	46,748.00	-15.7%	39,400.00	32,700.00	•	•	•	1	•		
Sub-contractors #1 (\$15,000) (rehab)	5,945.00	%0.0	5,945.00		•	1	•	1	•		•
Sub-contractors #2 (\$75,000)				•	•	•	•	•	•		
	46,107.45	15.7%	53,362.00	2,058.64	00.096,9	2,052.00	4,992.00	2,863.61	¥	1,020.00	
Sub-contractors #4 (\$0) (Gorzycki - Lee)	6,550.37	%0.0	6,550.00	•	•	•			•		•
10	9,876.00	382.1%	47,615.00	5,141.36	•	1	•	316.39	1	•	•
Program Supplies	25,818.00	19.7%	30,898.00	•	•	,		8,280.00	•		
Depreciation	111,699.00	4.6%	106,599.00	175.68		1		•	•		1
Food & Food Supplies for ADC	52,331.00	%0.0	52,322.00		43,985.00	ė		•			
Other	379,857.18	-0.2%	379,266.00	10,662.00	450.00	•	1,320.00	4,914.00	•		
TOTAL ALLOWABLE COSTS	3,503,257.00		3,904,900.00	542,411.68	426,696.23	160,153.00	388,656.22	159,349.85	21,922.62	29,481.64	
Service Subcontract Allowance (manually input \$25 000/ner contract)	5 000/per contract)										
Service Subcontract Adjustment	chool per compact)				i.		· ·				
Reallocate Management & General Costs Total Modified Direct Costs				(542,411.68)	84,608.14 426,696.23	37,427.74 160,153.00	8 6,389.98 388,656.22	32,484.09 159,349.85	5,467.67 21,922.62	5,823.44 29,481.64	0.00
Reallocate Facilities & Maintenance (Space) costs	sts				119,696.00	19,797.00	49,138.00	18,883.00		7,537.00	
Square Footage Occupied											
TOTAL COSTS BY SERVICE					631,000.37	217,377.74	524,184.20	210,716.94	27,390.29	42,842.08	
Budgeted In-Kind Valuation					22,583.67	5,000.00	15,000.00		•	•	
Total Costs Less In-Kind by Service					608,416.70	212,377.74	509,184.20	210,716.94	27,390.29	42,842.08	r
Number of Billing Units (estimated)					30,368	4,878	7,650	3,620	476	1,075	-
UNIT COST (Actual Cost)					20.78	44.56	68 52	58.24	57 5A	30.85	
			current rates -		12.21	36.66	55.50	92.57	40.00	20.00	00.00
UNIT RATE (Actual Cost LESS In-Kind Support)					20.03	43.54	66.56	58.21	57.54	39.85	20.00

FLORIDA DEPARTMENT OF ELDER AFFAIRS SIMPLIFIED UNIT COST METHODOLOGY)						
LINE ITEM BUDGET PROJECTIONS BUDGET YEAR: RECIPIENT NAME:	December 31, 2021 Community Aging & Retirement Sevices. Inc dba	Retirement (Sevices, Inc dba	323	324	326	327	325	328	329	341
Form Revised July 18, 2003				(22)	(23)	(24)	(25)	(26)	(27)	(28)	(29)
ATT I IN I	Prior Year Historical Costs	Proposed Increase/ Decrease	Proposed Budget Totals	IIID Chronic Disease Self Mot. Program	IIID Diabetes Self Mgt. Program	IIID Chronic Pain Self Mgt. Program	IIID Matter of	IIID Healthy Eating Every	IIID Active Living Every	IIID Tai Chi- Moving for Reffer Balance	H
Wages	2,095,793.00	15.7%	2,425,536.00	19,278.33	13.845.05	15.907.15	13.908.32	5.257.89	4.593.82	22.361.80	434 942 18
Fringe	365,192.00	12.5%	410,892.00	2,784.00	3,492.00	3,888.00	2,460.00	492.00	1,500.00	3,240.00	91,184.00
Travel	45,481.00	-15.6%	38,386.00	120.00	240.00	300.00	00.09	•	120.00	4,536.00	8,580.00
Education/Training	6,012.00	2.0%	6,135.00			•		•	•	•	3,300.00
Communications & Postage	68,801.00	3.8%	71,436.00		1	1	•	1	•	900.00	•
Utilities	68,050.00	1.3%	68,940.00	•	•	1		ì	•		3,000.00
Printing & Supplies	30,993.00	14.9%	35,618.00		1		•	1		00.969	1,320.00
Advertising	54,769.00	-28.3%	14,092.00			i			•	•	672.00
Maintenance & Donair	51,403.00	47.5%	45,200.00		•						•
Indinientative & Nepall		17.0%	00,020,00		•						
Equipment(non-capitalized less trian \$1000 each)		%0.00T-	00,000				,	•	•	•	
D)	46,748.00	-15.7%	38,400.00		•		•	1	•	•	
Sub-contractors #1 (\$15,000) (renab)	5,945.00	%0.0	5,845.00			1			•		5,945.00
Sub-contractors #2 (\$73,000)	AE 107 AE	702.37	52 262 00	264 00	242.00	117 60	00 000	- 00	1 22	. 000	
	6 550 37	0.000	8,552,00	201:00	012.00	417.00	770.00	00.00	130.00	310.20	9,449.44
Sub-contractors #4 (40) (GOLZycki - Lee)	0,0300.37	0.0%	47,645,00		•	4 024 22			•	F 040 74	0,550.00
	3,076.00	362.1%	30,808,00	00 008 6	00 008 6	3.4.32	00 000 6	- 000	- 00 000	2,848.74	1,6/5./5
Depreciation	111 699 00	19.1%	106 599 00	2,000.00	2,000.00	3,200.00	2,000.00	00.000	00.000	3,336.00	2,280.00
Food & Food Simplies for ADC	52 331 00	4.0%	52 322 00				•		•	•	
Other	379,857.18	-0.2%	379.266.00							400.00	26 445 00
TOTAL ALLOWABLE COSTS	3,503,257.00		3,904,900.00	25,246.33	20,689.05	25,647.15	20,456.32	6,609.89	6,969.82	41,831.80	598,343.37
Service Subcontract Allowance (manually input \$25,000/per contract)	5,000/per contract)			Ties	17	1.	(4)		•	Tr.	5,945.00
Service Subcontract Adjustment				•		ı	•	•			6,550.00
Reallocate Management & General Costs				5,296.17	3,803.53	4,370.03	3,820.91	1,444.45	1,262.02	6,143.26	119,487.83
Total Modified Direct Costs				25,246.33	20,689.05	25,647.15	20,456.32	6,609.89	6,969.82	41,831.80	591,793.37
Reallocate Facilities & Maintenance (Space) costs	sts			717.00	717.00	717.00	717.00	717.00	717.00	717.00	94,982.00
Square Footage Occupied	1										
TOTAL COSTS BY SERVICE				31,259.50	25,209.58	30,734.18	24,994.23	8,771.34	8,948.84	48,692.06	812,813.20
Budgeted In-Kind Valuation				3,117.69	2,543.12	3,070.15	2,126.10	880.11	968.89	4,693.61	
Total Costs Less In-Kind by Service				28,141.81	22,666.46	27,664.03	22,868.13	7,891.23	7,979.95	43,998.45	812,813.20
Number of Billing Units (estimated)				12	15	14	30	4	4	26	22,393
UNIT COST (Actual Cost)				2,604.96	1,680.64	2,195.30	833.14	2,192.84	2,237.21	1,872.77	36.30
			current rates -	2,338.27	1,525.87	1,973.67	646.82	1,980.24	2,180.00	1,624.71	23.89
UNIT RATE (Actual Cost LESS In-Kind Support)	()			2,345.15	1,511.10	1,976.00	762.27	1,972.81	1,994.99	1,692.25	36.30

FLORIDA DEPARTMENT OF ELDER AFFAIRS SIMPLIFIED UNIT COST METHODOLOGY									
LINE ITEM BUDGET PROJECTIONS BUDGET YEAR: RECIPIENT NAME:	December 31, 2021 Community Aging & Retirement Sevices Inc dha	Refirement	avices Incohe	342	343				
Form Revised July 18, 2003	5 6		600	(43)	(53)				
	Drior Vesar	Proposed	Dronoga		O service (In	E 1997	Non-DOEA	Fundraising &	i
LINE ITEM EXPENSES	Historical Costs	Decrease	Budget Totals	Personal Care	Home)	l otal Program Costs	Activities	Activities	Check to Total Cos
Wages	2,095,793.00	15.7%	2,425,536.00	58,121.41	170,026.93	1,676,268.44	298,139.56].	•
Fringe Travel	365,192.00	12.5%	38.386.00	13,696.00	47,860.00	333,812.00	7,140.00		
Education/Training	6,012.00	2.0%	6,135.00		1	3,495.00	1,200.00	1	
Communications & Postage	68,801.00	3.8%	71,436.00	1	1	2,556.00	63,480.00	L	
Ounues Printing & Supplies	30,993.00	1.3%	35,618.00	48.00	48.00	3,000.00	65,940.00 25,949.00	275.00	
Advertising	20,769.00	-28.3%	14,892.00	i e	•	672.00	11,520.00	2,700.00	
Insurance	51,403.00	-11.9%	45,288.00	r	ı	1 00	45,288.00	I.	
Equipment(non-capitalized less than \$1000 each)	9.839.00	-100.0%	00,020,00		•	00.006,1	64,260.00	1 1	
Professional fees/Legal/Audit	46,748.00	-15.7%	39,400.00		•	,	6.700.00		
Sub-contractors #1 (\$15,000) (rehab)	5,945.00	%0.0	5,945.00	T	1	5,945.00			•
(\$75,000)	10 100 01		000			1 000	•	E.	
Sub-contractors #3 (\$0) (PEOPLE - payroll) Sub-contractors #4 (\$0) (Gorzycki - Lee)	6.550.37	15.7%	53,362.00	2,690.29	7,018.09	38,993.37	12,309.99	1 1	
Sub-contractors #5 (\$0) (misc other)	9,876.00	382.1%	47,615.00	4,373.63	1	14,149.83	28,323.81	i	
plies	25,818.00	19.7%	30,898.00	•	1	30,898.00	1	ı	•
Depreciation	111,699.00	4.6%	106,599.00	•	1	,	106,423.32		•
rood & rood Supplies for AUC	379.857.18	0.0%	379.266.00	1 1	1 1	33,529,00	8,337.00	37 875 00	
TOTAL ALLOWABLE COSTS	3,503,257.00		3,904,900.00	79,721.33	225,013.02	2,236,787.64	1,084,850.68	40,850.00	
Service Subcontract Allowance (manually input \$25,000/per contract)	5,000/per contract)				•		•	10	
Service Subcontract Adjustment					1		0.00		
Reallocate Management & General Costs				15,967.18	46,710.00		81,905.25	0.00	
Total Modified Direct Costs				79,721.33	225,013.02		1,084,850.68	40,850.00	
Reallocate Facilities & Maintenance (Space) costs	sts			24,713.00	20,580.00		(360,345.00)		
Square Footage Occupied	1								
TOTAL COSTS BY SERVICE				120,401.51	292,303.02		806,410.93	40,850.00	
budgeted in-Mild valuation Total Costs Less In-Kind by Service				120,401.51	292,303.02		806,410.93	40,850.00	
Number of Billing Units (estimated)				3,234	11,643		n/a	n/a	
UNIT COST (Actual Cost)				37.23	25.11		n/a	n/a	
			current rates -	20.00	20.00				
UNIT RATE (Actual Cost LESS In-Kind Support)				37.23	25.11		n/a	n/a	

County Name: Pasco Fiscal period: Jan 1, 2021 to Dec 31, 2021 Provider Name: Community Aging & Retirement Services, Inc.d/b/a CARES

ORIGINAL DATE: REVISED DATE: REVISION NUMBER:

6/30/2020

Unit Cost Schedule

III.B.2 SUPPORTING BUDGET SCHEDULE - Unit Cost * (Indicate all DOEA funding sources applicable to your agency)

Eunding Source
(x) ADI
(x) CCE
(x) Elderly Meals
(x) HCE
(x) LSP
(x) MW

Fiscal period: Jan 1, 2021 to Dec 31, 2021 Provider Name: Community Aging & Retirement Services, County Name: Pasco

ORIGINAL DATE: REVISED DATE: REVISION NUMBER:

6/30/2020

III.B.2 SUPPORTING BUDGET SCHEDULE - Unit Cost
* (Indicate all DOEA funding sources applicable to your:

(Indicate all DOEA funding sources applicable to your	•••						
Funding Source Cunding Source							
(x) collidated Services	327	325	328	329	341	342	343
Form Revised July 18, 2003	(25)	(26)	(27)	(28)	(29)	(43)	(53)
DESCRIPTION	IIID Matter of Balance	IIID Healthy IIID Active Eating Living Every Day	IIID Active Living Every Day	IIID Tai Chi- Moving for Better Balance	Homemaker	Personal Care	Respite (In. Home)
1. (a) Add Inkind Cost	22,868.13		7,979.95		812,813.20	120,401.51	292,303.02
(b) Total Budgeted Costs Total Budgeted Units	24,994.23	8,771.34	8,948.84	48,692.06	812,813.20	3.234	292,303.02
2.(a) Total Cost Per Unit of Service	833.14	2,	2,237.21	1,872.77	36.30	37.23	25.11
3. Less USDA	0.00	0.00	0.00	0.00	0.00	0.00	0.00
4. Less Cash Match					22,082.00		
5. Less Inkind Match	2,126.10	880.11	968.89	4,693.61			
6. Less Program Income Used as Match							
Sub-Total Match:	2,126.10	880.11	968.89	4,693.61	22,082.00	00.00	0.00
7. Less Program Income							
8. Less Other Non-Matching Cash & Co-payments							
9. Adjusted Budgeted Costs	22,868.13	7,891.23	7,979.95	43,998.45	790,731.20	120,401.51 292,303.02	292,303.02
10. Adjusted Cost Per Unit of Service	762.27	1,972.81	1,994.99	1,692.25	35.31	37.23	25.11
12. Estimated Number of UNDUPLICATED Clients	240	10	20	176	345	180	82

County Name: Pasco

Fiscal period: Jan 1, 2021 to Dec 31, 2021

Provider Name: Community Aging & Retirement Services, Inc.d/b/a CARES

6/30/2020

OAA - III-B

3% rate increase - In order

Initial Submission to hire and retain EE's, pay rates were adjusted closer

REVISED DATE: REVISION NUMBER:

ORIGINAL DATE:

rates were adjusted closer to local market rates.

This rate increase is also needed to cover the annual COL adjmnt for fringe benefits and other costs. Pay increases occurred in 2019.

III.B.3 SUPPORTING BUDGET SCHEDULE BY PROGRAM ACTIVITY

* (Indicate all DOEA funding sources applicable to your agency)

Funding Source	Funding So	urce
(X) Title III B	() ADI	
() Title III C1	() CCE	Ξ
() Title III C2	() Elde	erly Meals
() Title III D	() HCE	Ē
() Title III E	() LSP	1
() Title III F	() MW	
() Contracted Services		

334

Form Revised July 18, 2003 (Service Reference) (1)

Form Revised July 18, 2003	(Service Reference)	(1)
DESCRIPTION	TOTAL SERVICES	Adult Day Care
Total Budgeted Cash Costs	203,253.00	203,253.00
1. (a) Add Inkind Cost	22,583.67	22,583.67
1. (b) Total Budgeted Costs	225,836.67	225,836.67
Total Budgeted Units	16,195	16,195.00
2.(a) Total Cost Per Unit of Service		13.94
3. Less USDA		
4. Less Cash Match		
5. Less Inkind Match	22,583.67	22,583.67
6. Less Program Income Used as Match		
Sub-Total Match:	22,583.67	22,583.67
7. Less Program Income		
8. Less Other Non-Matching Cash & Co-payments		
Adjusted Budgeted Costs	203,253.00	203,253.00
10. Adjusted Cost Per Unit of Service		12.55
12. Estimated Number of UNDUPLICATED Clients	56	56

County Name: Pasco

Fiscal period: Jan 1, 2021 to Jun 30, 2021 -and- Jul 1, 2021 to Jun 30, 2022 Provider Name: Community Aging & Retirement Services, Inc.d/b/a CARES

LSP - III-B

ORIG	NAL	DAT	E

6/30/2020

Funding Source

Initial Submission

REVISED DATE: REVISION NUMBER:

Funding Source

3% rate increase - In order to hire and retain EE's, pay rates were adjusted closer to local market rates.

Pay increases occurred in 2019.

* (Indicate all DOEA funding sources applicable to your agency)

This rate increase is also needed to cover the annual COL adjmnt for fringe benefits and other costs.

2000

() Title III B () ADI () Title III C1 () CCE () Title III C2 () Elderly Meals () Title III D () HCE () Title III E (X) LSP and Expanded () Title III F () MW () Contracted Services

334

Form Revised July 18, 2003	(Service Reference)	(1)
DESCRIPTION	TOTAL SERVICES	Adult Day Care
1. Total Budgeted Cash Costs	78,925.00	78,925.00
1. (a) Add Inkind Cost	70 005 00	70.005.00
1. (b) Total Budgeted Costs	78,925.00	78,925.00
2. Total Budgeted Units	6,289	6,289.00
2.(a) Total Cost Per Unit of Service		12.55
3. Less USDA		
4. Less Cash Match		
5. Less Inkind Match		
6. Less Program Income Used as Match		50
Sub-Total Match:		27
7. Less Program Income		9
8. Less Other Non-Matching Cash & Co-payments		
9. Adjusted Budgeted Costs	78,925.00	78,925.00
10. Adjusted Cost Per Unit of Service		12.55
12. Estimated Number of UNDUPLICATED Clients	64	64

County Name: Pasco

Fiscal period: Jan 1, 2021 to Jun 30, 2021

Provider Name: Community Aging & Retirement Services, Inc.d/b/a CARI

LSP III-B ADULT DAY CARE

ORIGINAL DATE:

6/30/2020

original submit

UPDATED DATE: UPDATED DATE:

3% rate increase - In order to hire and retain EE's, pay rates were adjusted closer to local market rates.

cover the annual COL adjmnt for fringe benefits and other costs. Pay increases occurred in 2019.

II.B.3. SUPPORTING BUDGET SCHEDULE BY PROGRAM ACTIVITY This rate increase is also needed to

* (Indicate all DOEA funding sources applicable to your agency)

) MW

() Contracted Services

) Title III F

Form Revised July 18, 2003

(Service Reference)

1

DESCRIPTION	TOTAL SERVICES	LSP ADULT DAY CARE
Total Budgeted Cash Costs	45,489.00	45,489.00
1. (a) Add Inkind Cost	0.00	0.00
1. (b) Total Budgeted Costs	45,489.00	45,489.00
2. Total Budgeted Units	3,625.00	3,625.00
2.(a) Total Cost Per Unit of Service	12.55	12.55
3. Less USDA	0.00	0.00
4. Less Cash Match	0.00	0.00
5. Less Inkind Match	0.00	0.00
6. Less Program Income Used as Match	0.00	0.00
Sub-Total Match:	0.00	0.00
7. Less Program Income	0.00	0.00
8. Less Other Non-Matching Cash	0.00	0.00
9. Adjusted Budgeted Costs	45,489.00	45,489.00
10. Adjusted Cost Per Unit of Service	12.55	12.55
12. Estimated Number of UNDUPLICATED Clients	27	27

County Name: Pasco

Fiscal period: Jul 1, 2021 to Jun 30, 2022

Provider Name: Community Aging & Retirement Services, Inc.d/b/a CARI

LSP III-B ADULT DAY CARE - Expanded

ORIGINAL DATE:

6/30/2020

original submit

UPDATED DATE: UPDATED DATE:

3% rate increase - In order to hire and retain EE's, pay rates were adjusted closer

II.B.3. SUPPORTING BUDGET SCHEDULE BY PROGRAM ACTIVITY to local market rates.

* (Indicate all DOEA funding sources applicable to your agency)

This rate increase is also needed to cover the annual COL adjmnt for fringe benefits and other costs. Pay increases occurred in 2019.

Fu	nding Source	Funding	Source	<u> </u>
() Title III B	() ADI	
() Title III C1	()	CCE	
() Title III C2	() Elderl	y Meals
() Title III D	() HCE	
() Title III E	(X) LSP	Expanded
() Title III F	() MW	
() Contracted Services			

Form Revised July 18, 2003

(Service Reference)

LSP Expanded TOTAL **ADULT DAY SERVICES** CARE DESCRIPTION 1. Total Budgeted Cash Costs 33,436,00 33,436,00 1. (a) Add Inkind Cost 0.00 0.00 1. (b) Total Budgeted Costs 33,436.00 33,436.00 2. Total Budgeted Units 2,664.00 2,664.00 2.(a) Total Cost Per Unit of Service 12.55 12.55 3. Less USDA 0.00 0.00 4. Less Cash Match 0.00 0.00 5. Less Inkind Match 0.00 0.00 0.00 6. Less Program Income Used as Match 0.00 0.00 0.00 Sub-Total Match: 0.00 7. Less Program Income 0.00 0.00 0.00 8. Less Other Non-Matching Cash 33,436.00 33,436.00 9. Adjusted Budgeted Costs Adjusted Cost Per Unit of Service 12.55 12.55 12. Estimated Number of UNDUPLICATED Clients 37 37

County Name: Pasco - Pinellas Fiscal period: Jan 1, 2021 to Dec 31, 2021 Provider Name: Community Aging & Retirement Services, Inc.d/b/a CARES OAA - LSP

6/30/2020 Initial Submission

ORIGINAL DATE: REVISED DATE: REVISION NUMBER:

III.B.4 6 year Rate Quote/Budget

Estimated future cost of living increases -

3.0%

Form Revised July 18, 2003	334	394	323 (22)	324 (23)	326 (23a)	327 (23b)	329 (23f)	341 (29)
6 Year Quotes	Adult Day Care	Chore	IIID Chronic Disease Self Mgt. Program	IIID Diabetes Self Mgt. Program	Chronic Pain Self Mgt. Program	IIID Matter of Balance	IIID Tai Chi- Moving for Better Balance	Homemaker
2021	12.55	44.55	2,408.42	1,571.65	2,032.88	666.23	1,673.45	24.60
2022	12.93	45.89	2,480.67	1,618.80	2,093.86	686.21	1,723.65	25.34
2023	13.31	47.26	2,555.09	1,667.36	2,156.68	706.80	1,775.36	26.10
2024	13.71	48.68	2,631.74	1,717.38	2,221.38	728.00	1,828.62	26.89
2025	14.13	50.14	2,710.69	1,768.91	2,288.02	749.84	1,883.48	27.69
2026	14.55	51.64	2,792.02	1,821.97	2,356.66	772.34	1,939.99	28.52

II.B.5. MATCH COMMITMENT FOR DONATION OF BUILDING SPACE

SFY: [] FFY: 2021	[x] Original, dated 6/30/20 Revision, dated Contract Amendment #:
Agency Name: Program Community Aging and Retirement Svcs, Inc.	m: OAA ADC \$22,583.67 of inkind match
Donor Identification: Name: City of New Port Richey Claude Pepp Street: 6640 Van Buren Str City: New Port Richey State: FL Phone: Authorized Representative: Debbie Mann	
Description of Space: [] Office [x] Site[] Other	
Provider Owned Space: 1. Number of square feet used by project3,1 2. Appraised rental value per square foot \$_10 3. Total value of space used by project (1x2)	
Donor Owned Space: 1. Established monthly rental value \$\(\frac{2,605.83}{2,605.83}\) 2. Number of months rent to be paid by donor 3. Value of donated space (1x2) \$\(\frac{625,399.26}{25}\)	<u>240</u> mos Lease 10/1/08 20yrs for \$0/mo <u>0</u>
Special Conditions:	
13 174 174 174 174 174 174 174 174 174 174	set forth above for the program specified above during ace is not being used as match for any other State or
	7/7/2021 te

II.B.6 AVAILABILITY OF DOCUMENTS

The undersigned hereby gives full assurance that the following documents are maintained in the administrative office of the provider and will be filed in such a manner as to ensure ready access for inspection by the AAA or its designee(s) at any time. The Provider will furnish copies of these documents to the AAA upon request.

- 1. Current Board Roster
- 2. Articles of Incorporation
- 3. Corporate By-Laws
- 4. Advisory Council By-Laws and Membership
- 5. Corporate Fee Documentation
- 6. Insurance Coverage Verification
- 7. Bonding Verification
- 8. Staffing Plan
 - a. Position Descriptions
 - b. Pay Plan
 - c. Organizational Chart
 - d. Executive Director's Resume
- 9. Personnel Policies Manual
- 10. Financial Procedures Manual
- 11. Operational Procedures Manual
- 12. Interagency Agreements
- 13. Affirmative Action Plan
- 14. Outreach Plan, if applicable
- 15. Americans With Disabilities Act Assurance and supporting documentation
- 16. Unusual Incident File
- 17. Contribution System
- 18. Inventory List

CERTIFICATION BY AUTHORIZED AGENCY OFFICIAL:

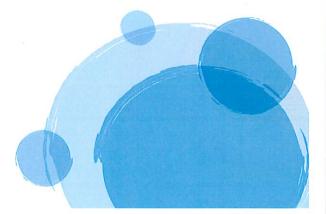
I hereby certify that the documents identified above currently exist and are properly maintained in the administrative office of the Provider. Assurance is given that the AAA or its designee(s) will be given immediate access to these documents, upon request.

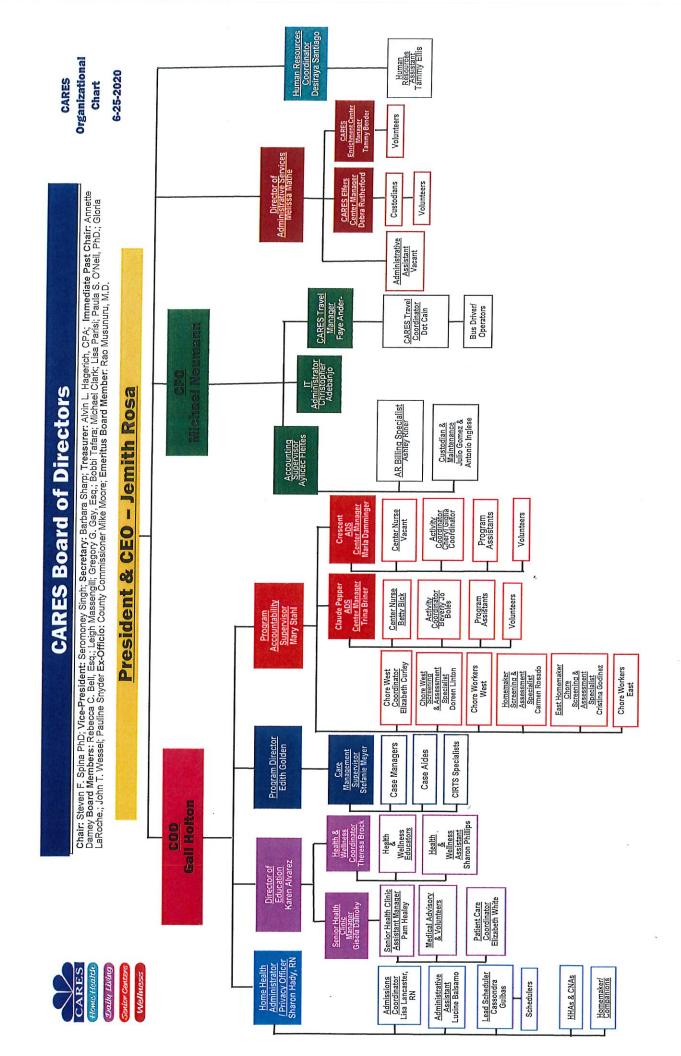
Leur	7/7/2020
Signature	Date /
Jemith Rosa	Pres/CEO_
Name of Authorized Individual	Title of Authorized Individual

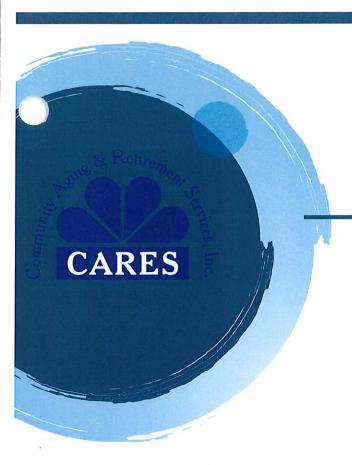


CARES Organizational Chart

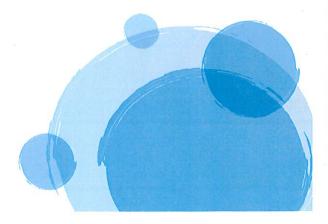
Attachment I







CARES Board of Directors Directory Attachment II





2020 CARES BOARD OF DIRECTORS CONTACT INFORMATION

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> Phone: 813.714.6292 Email: Sfs7353@gmail.com Executive

> > LEIGH MASSENGILL

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Email: Rebecca@delzercoulter.com
Governance/Development

BARBARA SHARP, Secretary

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mail: Twoasnarp@aoi.com Finance/Executive

SEROMONEY SINGH, Board Vice-Chair Jennifer Gardens Assisted Living & Memory

Care

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Port Richey, Florida 34668
Phone: 727.863.7866
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Email: Serosingh@gmail.com Advancement/Executive

ALVIN L. HAGERICH, CPA, Treasurer 14851 State Road 52, Unit 107-212

Hudson, FL 34569 Phone: 954.260.8153 Email: Alhagerichcpa@aol.com Finance/Executive PAULA S. O'NEIL, Ph.D.

PO Box 610 San Antonio, FL 33576 Phone: 727.271.5776

Email: Clerkpaula@gmail.com Audit&Compliance

LISA PARISI

16673 Brigadoon Dr. Tampa, FL 33618

Phone: C: 352.8358.9249/H: 813.368.4292

Email: Lisa.parisi@expresspros.com/ Lisatampa813@gmail.com Advancement

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7853 Grassmere Drive Land O' Lakes, FL 34637 Phone: 609.532.7997

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13375 Angler St. Spring Hill, FL 34609

513.490.4318/513.490.4318 Email: wessel.john.t@gmail.com

EMERITUS BOARD MEMBER RAO MUSUNURU, M.D.

EX-OFFICIO BOARD MEMBER
County Commissioner Mike Moore

14100 Fivay Road, #160 Hudson, Fl. 34667 Phone: 727.862.1080 Bphca4@gmail.com Historic Pasco County Courthouse 37918 Meridian Avenue Dade City, FL 33525 Phone: 352.521.4111

Fax: 352.521.34105 Email: mikemoore@pascocountyfl.net 8731 Citizens Drive New Port Richey, FL 34654 Phone: 352.521.4111 Fax: 352.521.4105



Stay At Home

Stay Independent

Daily Living*

Stay Connected
South Controls

Stay Informed

www.CARESFL.org

CARES 2020 Officers and Board of Directors

OFFICERS TERMS

Position2020 OfficersChairmanSteven SpinaVice-PresidentSeromoney SinghSecretaryBarbara SharpTreasurerAlvin HagerichImmediate Past ChairmanAnnette Damey

DIRECTORS UP FOR ELECTION 2020

Michael Clark (1/1/18 – 12/31/20)

John T. Wessel (1/1/18 – 12/31/20)

Stephen Spina (1/1/18 – 12/31/20)

| DIRECTORS UP FOR ELECTION 2021 | (1/1/19 – 12/31/21) | Leigh Massengill | (1/1/19 – 12/31/21) | Bobbi Tafara | (1/1/19 – 12/31/21) | Gregory Gay | (1/1/19 – 12/31/21) | Sero Singh | (1/1/19 – 12/31/21) | Gloria LaRoche | (1/1/19 – 12/31/21) |

DIRECTORS UP FOR ELECTION 2022

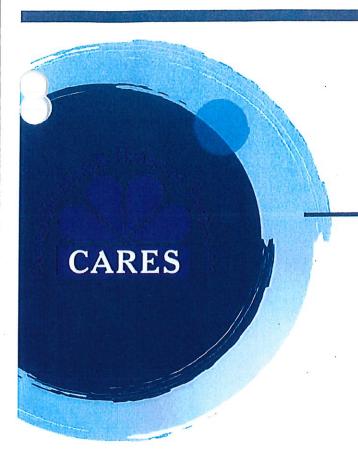
Alvin Hagerich (1/1/20 – 12/31/22)
Lisa Parisi (1/1/20 – 12/31/22)
Paula O'Neil (1/1/20 – 12/31/22)
Annette Damey (1/1/20 – 12/31/22)
Barbara Sharp (1/1/20 – 12/31/22)
Pauline Snyder (1/1/20 – 12/31/22)

BOARD MEMBER EX OFFICIO NOT UP FOR ELECTION

Commissioner Mike Moore (1/1/17 – 12/31/21)

EMERITUS BOARD MEMBER

Rao Musunuru, M.D.



CARES Service Prioritization Policy and Procedures

Attachment III



OAA SERVICE PRIORITIZATION POLICY/PROCEDURES

CARES will adhere to the Area Agency on Aging of Pasco-Pinellas, Inc. OAA Prioritization Policy (see attached copy of the Area Agency on Aging of Pasco-Pinellas Inc. Older Americans Act Prioritization Policy memo, January 19, 2009).

To adhere to these policies and procedures CARES OAA Adult Day Care staff will complete CARES OAA Client Service Prioritization form for each prospective client.

Purpose:

CARES OAA Client Prioritization Form provides an instrument for documenting essential information to establish an applicant's priority status for the OAA Adult Day Service program. The sources for prioritization are the Older Americans Act areas of special emphasis (i.e. race, income, social isolation, rural living area, disabilities, etc.) and the essentialness of service specific needs. It is critical to ensure that persons with the highest priority on the wait list be given the opportunity to attend OAA Adult Day Services. The wait list will be monitored to be current with the persons that are listed in CIRTS.

Procedure:

The following outlines the steps taken from either receipt of the notification by the ADRC of an individual placed on OAA Adult Day Care APCL or for an individual making an initial request directly to CARES for OAA Adult Day Care services.

Step 1.

Notification by the ADRC

Notification by the ADRC of a new APCL OAA Adult Day Care individual initially go to CARES Program Accountability Supervisor who acknowledges receipt of the referral and also prints a 701S turnaround which is used by CARES OAA staff to assist in completing the OAA Client Prioritization Form to generate a prioritized wait list. The information on the 701S is used to assist in completing the OAA Client Prioritization Form (see Step 2 below)

Direct Requests to CARES

OAA Adult Day Care:

When a request for OAA Adult Day Care service is made directly to CARES the OAA Adult Day Care staff will refer the potential client to ADRC for completion of the 701S and register the individual into CIRTS as an APCL.

Step 2.

After a 701S is received from the ADRC, the OAA Adult Day Care staff completes the CARES OAA Service Prioritization Form to assist in establishing a prioritized OAA waitlist. The OAA Adult Day Care staff uses the 701S along with service specific needs information to complete information on CARES OAA Service Prioritization Form.

The following will provide an overview of CARES OAA Service Prioritization Form. A copy of the form for its completion is included in separate attachments to these procedures.

CARES OAA Service Prioritization Form:

CARES OAA Service Prioritization Form is divided into two primary sections and a comment box/section.

Section B: b. through q. includes the following Older Americans Act areas of special emphasis:

- Race/Ethnicity
- Low Income
- Lives in Rural Area
- Social Isolation
- Limited English Proficiency
- At Risk of Institutionalization

Point values are assigned for items (b.) through (g.) and are summed in the TOTAL box in that section.

Adult Day Care staff will sign the form when this section is originally completed for tracking of annual reassessment completion date and other updates and changes while the client is on the APCL.

Section C: Program Specific Criteria

The items in this section correlate to individual tasks required by the consumer that relate to the individual's ADLs and IADLs. The point values assigned to the tasks correlate to the essentialness of the activity as it would relate to the person's wellbeing. For example shopping is essential to an individual for food and other basic goods. Therefore the need for shopping has a higher point value than the need for light housekeeping.

Section C includes the following areas of special emphasis:

- Primary Caregiver
- Lives Alone
- Nutritional Risk
- Alzheimer's/Dementia/Memory Loss
- Assistance with ADLs
- Assistance with IADLs

Note: The Adult Day Care Priority Score is created by adding the totals from (b) through (g) in Section B and the Program Specific Criteria in Section C.

Notes Section:

Since OAA does not have an Agency "imminent risk" procedure this section is to be used to provide written justification for service for an individual who has a lower OAA Prioritization score than others yet is in dire need of service(s) and would be at significant risk without service(s).

Step 3.

After completion of CARES OAA Client Prioritization Form, the score (the sum of b. through g. is entered on CARES OAA Client Prioritization Form as well as the CIF, and a copy of the 701s is kept in the client's file. When services become available, the Center Manager of OAA Adult Day Care services will review the score totals for clients based on the targeted scores. ALL of those clients that have a highest score will be contacted by phone. Example: CARES will begin telephone screening with the highest score of 7, 6, 5, 4, 3, 2 and 1 category/score range. CARES will place emphasis on those clients on the APCL the longest time within the same score regardless of the number of clients in a specific range. These forms totals will be completed, tallied, and signed at that time by the designated staff member, and services will be scheduled after final prioritization is completed to ensure the most at-risk clients are being served first. In the instance where more than the number of clients eligible are identified having the same score, then those clients that have been on the APCL longer will be approved for services first. Screener will sign the bottom of the form when this process is completed.

Step 4

A copy of the completed score totals with specific priority score will be entered into the CARES wait list database with the indicated start date of services.

Note: Completion of the above steps will be done each month for new individuals placed on the waiting list. Designated staff will run CIRTS reports each month for APCL clients and reconcile with CARES internal prioritization process. All terminations will be removed and identified each month.

Selection of Wait List Individuals:

The purpose of the AAAPP OAA Prioritization Policy is to ensure that a systematic prioritization process is in place for the selection of eligible individuals for service. As indicated in the steps above individuals referred by the ADRC for OAA services are prioritized using CARES Client Prioritization Form. Information from that form is inputted into CARES internal database system and the Assessed Prioritized Consumer Waitlist is used to schedule services.

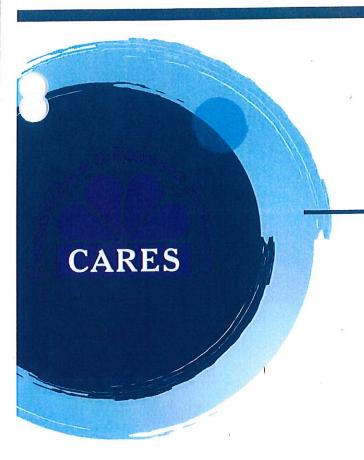
When openings occur, selection of the next individual for enrollment is primarily made based upon the individual's OAA Client Prioritization Score identified through targeting. However, service specific aspects for respective office sites may sometimes come into play in the selection process.

Likewise, selection of the next individual may be made when the individual has a lower OAA Prioritization score than others but is in dire need of service(s) and would be at significant risk without service(s). Justification for selection of such individuals must be documented on the OAA Client Service Prioritization Form and in the narrative section of the client's file.

Attachments:

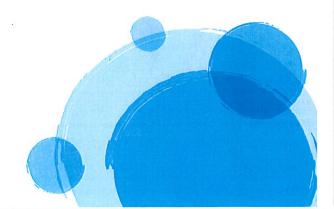
CARES OAA Client Prioritization Form

OAA A	dult Day Care	CLIENT PRIORI	TIZATIO	N FOR	M
CIRTS ID#		<u>Priori</u>	ity Score :		
CLIENT NAME:				Sum of Se C only	ctions B and
ADDRESS :(only for direct inquiries	to ADC / for APCL re	ferrals see 701S)	ĺ	o omy	
CITY:		•			
				Maximun	n score is 50
Section A. a. 701S RANK :	701S PRIORITY	SCORE:	ASSESSI	/IENT DAT	E:
Section B					POINTS/SCOR
o. Race/Ethnicity: Bla	ack(4) tive American(4	Asian/Pacific Island) Hispar	der(4 nic(4))	
5.		PL(3) Above			
Lives in Rural Area:	Yes(4)	No(0)			
Social Isolation:	Yes(2)	No(0)			
Limited English Pro	ficiency: Yes	(2) No (0)		
. At Risk of Institution	nal Placement: Yes	(4) No	(())	
			CTION E		
Section C	estado estado por respecto de la compansión				
NOTES:	PROG	RAM SPECIFIC CF	RITERIA (refer to	701S)
	Ques.	Need:		Point:	Score:
	21	Primary caregiver (Y=	0 N=4)	4	
	22	Lives alone		5	
	28 36	Nutritional Risk Alzheimer's/Dementia	Memory	6	
		loss	/ IVICITIOLY	·	
	I {				l l
	38	Assistance w/ ADL's		4	
	38 40	Assistance w/ ADL's Assistance w/ IADL's		4 5	
	\$	Assistance w/ IADL's	ON C TO	5	



CARES Handling Complaints Policy and Procedures

Attachment IV



CARES COMMUNITY CARE DEPARTMENT

CARES HANDLING COMPLAINTS POLICY AND PROCEDURES

PURPOSE:

To ensure that all client and/or caregivers' complaints are appropriately handled in a professional and timely manner.

To ensure that all client and/or caregivers' complaints are accurately documented and a tracking mechanism is in place to assure actions taken and resolutions.

PROCESS:

At CARES, we strive to make sure that consumers are satisfied with services that they receive. Therefore, the following processes will in place:

- 1. Clients and caregivers are encouraged to voice a complaint if there is something that does not meet with their expectations.
- 2. Clients and caregivers are encouraged to discuss any problems with services with their Case Manager or their Screening and Assessment Specialist and follow-up is complete to assess clients' satisfaction with services provided through all of CARES' programs.
- 3. Clients and caregivers are encouraged to file their complaint in person, by telephone, fax, letter, or by email.
- 4. Clients and caregivers are assured that all complaints will be treated seriously despite the way they are filed.
- 5. All individuals making complaints will be treated with courtesy and fairness at all times.
- 6. All complaints will be treated in confidence within the department,
- 7. All complaints will be received and recorded accurately.
- 8. All complaints will be used as an opportunity to learn in order to improve CARES services and processes.

STEPS IN HANDLING COMPLAINTS: There are three primary steps that shall be followed when handling complaints:

- 1. Receiving of Complaint
- 2. Recording of Complaint
- 3. Action and Resolution

RECORDING COMPLAINTS: CARES' staff are required under CARES Personnel Policies to document and report to their immediate supervisor any incidents, accidents or complaints/concerns with CARES' clients and their respective caregivers and close family members involved in the care of the client and the individuals providing services under CARES' Contracts. Therefore, CMs, CAs and Screening and Assessment Specialist must document and discuss any complaint raised by their respective client to the CM\QA Supervisor or the Program Director immediately following the reporting.

CARES has updated its procedures to assure that the recording and the resolutions of any and all complaints received by any staff member in the Community Care Department are

immediately reported to the CM\QA Supervisor, the Programs Accountability Supervisor and the Program Director. Once the complaint is received, investigated and actions put in place the CM or screening and Assessment Specialist will document the complaint in the Case Narrative Complaint Log and forward it to the CM\QA Supervisor who will complete and collect all pertinent documents and log the complaint into the CARES Client Complaint Log.

If it is determined that the AAAPP, CARES' Subcontractors, DCFS or Law Enforcement need to be contacted, such information will be shared with the respective party at that time.

ACTION AND RESOLUTION: All complaints will be assessed and evaluated in detail. All Subcontractors or individuals connected with the complaint will take appropriate measures necessary to implement corrective actions.

It is the responsibility of the CM\QA Supervisor to maintain the information and the CARES Complaint Log in his/her office at all time for CARES' President-CEO's review on a monthly basis.

FINAL NOTES: If the consumer is still not satisfied with the resolution or outcome, they can have their concern reviewed by supervisory staff for a possible resolution. Additionally, if they are still not satisfied they can file a grievance and may seek assistance from any CARES staff member by writing the grievance and submitting it to CARES Case Manager/QA Supervisor and/or the Program Director.

SUPPLEMENTAL FORM (s): Case Narrative – Complaint Log Narrative Form

CARES Client Complaint Log

Community Aging & Retirement Services, Inc. (dba CARES) Service

2020: Programs and Services Complaint Log

	NCV	CC	AUG	JUN	MAY	APR	MAR	FEB	JAN	Date Client'	
										Client's Name	
;										Complaint	
					, , , , , , , , , , , , , , , , , , ,					& Phone #	
										Complaint/Issue	
									7	Resolution	Some street drives of the second street drives of the seco
										Resolution Date	
										Follow-Up if Applicable	
										Supervisor's Signature	



Your Right to File a Grievance

We at CARES strive to make sure that you are satisfied with the services you receive. However, we know that on occasion, there may be something that does not meet your expectations. We encourage you to discuss problems promptly with your Case Manager of CARES office representative. If, after requesting this assistance, you are not satisfied, you can have your concerns reviewed by supervisory and administrative staff by filing a grievance.

All clients receiving services provided through CARES have a right to file a grievance as a formal notice of dissatisfaction with service or staff or to challenge a decision(s) indicated on a CARES "Recipient Notice of Adverse Action" form concerning termination, suspension or reduction(s) in service. A grievance must be submitted in writing.

If you need assistance in writing your grievance, any CARES staff member can assist you. When you have written and signed your grievance, you may give it to any CARES employee who will immediately forward it to the Care Management Supervisor, or you may mail it directly to:

CARES
Care Management Supervisor
Rao Musunuru, M.D. Enrichment Center
12417 Clock Tower Parkway
Hudson, FL 34667

Your grievance will be promptly reviewed and a supervisor will contact you within seven calendar days with possible solutions to your problem. If your grievance is in response to adverse actions indicated in CARES' "Recipient Notice of Adverse Action," you will receive a written notice indicating when your grievance will be reviewed, as well as, other information concerning the grievance review/hearing process. Additionally, if you are dissatisfied with the results of the decision made by CARES' grievance reviewer(s), you have the right to appeal in writing and have your grievance heard by the Area Agency on Aging.

We take the problems of our clients very seriously so be assured that any grievance will be hard and will receive the prompt attention it deserves.

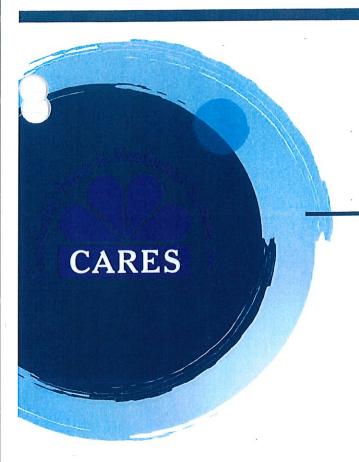
My case manager or CARES representative has discussed this with me and I understand my right to file a grievance.

•	
	•
Signature	Date

Community Aging & Retirement Services, Inc. (dba CARES)

2020 Programs and Services Grievance Log

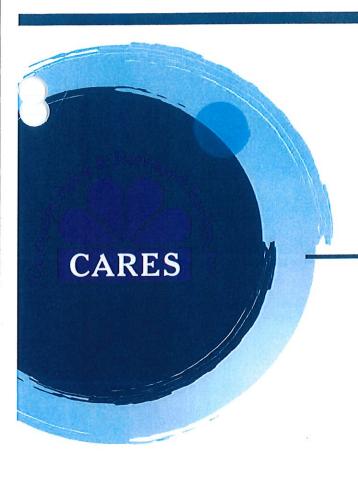
C C		O C	<u>ه</u>	JU	JUN	MAY	APR	MAR	m m	5	Date
											Client's Name
		,									Source of Grievance
	777										Contact Person & Phone #
											Complaint/Issue
											Resolution
											Resolution Date
						•					Follow-Up if Applicable
										-	Supervisor's Signature



CARES Current Job Descriptions

Attachment V





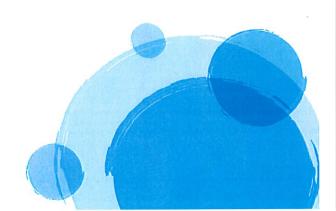
CARES Current Job Descriptions

Management/Administrative Team

- **President-CEO**
- Logical Officer CFO
- Chief Operating Officer COO
- **Administrative Services Director**
- Human Resources Coordinator
- **↓ IT Administrator/Manager**
- Fiscal Assistant I
- **Receptionist**

ADC Team

- **ADC** Manager
- **ADC RN/LPN**
- **ADC** Activities Coordinator
- ADC Program Assistant
- CIRTS Data Entry Specialist



Community Aging & Retirement Services, Inc., dba CARES Job Description

Title of Position	Chief Executive Officer
Department/Project	Administration
Location	Administrative Office – West Pasco
Immediate Supervisor	CARES Board of Directors
Effective Date	November 23, 2004
	- time Delationship

Position Summary & Reporting Relationship:

Organizes and directs the Agency's day-to-day operations. Employs qualified personnel and ensures adequate staff education and evaluations. Develops policies and procedures. Develops a system of staff communication that ensures the coordinated implementation of treatment orders and the utilization of necessary services for comprehensive care of patients.

1. PRIMARY FUNCTIONS:

To be responsible and held accountable for all corporate operations in accordance with policies and procedures adopted by the Board of Directors.

Insures that the Board of Directors and Officers are kept fully informed on the conditions and operations of the Agency and on all important factors influencing team

Plans, formulates and recommends basic policies and programs for the Board's approval which will further the objectives of CARES.

Executes all decisions of the Board except when other assignment is specifically made by the Board.

Develops for purposes of day-to-day administration, specific policies, procedures and programs to implement the general policies established by the Board.

Establishes a sound organization structure.

Direct and coordinates all approved programs, projects and major activities.

Provides the necessary liaison and staff support to committee chairpersons and committees to enable them to properly perform their functions. Sees that committee decisions and recommendations are submitted to the Board of Trustees for approval.

Executes such contracts and commitments as may be Authorized by the board of Trustees or established policies.

Maintains effective relationships with other organizations, both public and private, and sees that the position of the agency is enhanced in accordance with the policies and objectives of the organization.

CARES JOB DESCRIPTION: PAGE TWO

Performs all secretarial functions for the Board, maintaining official minutes of the Board of Trustees and other official meetings of the organization.

2. SECONDARY FUNCTIONS:

Administration of the agency's day-to-day operations.

Employ and terminate administrators as necessary and all other personnel upon the recommendation of the specific administrator.

Guide the development of a planned system of efficient, cost effective and consumer-responsive services.

Serves as CARES' Board representative and spokesperson before the media and public forums.

Develop strategic plans, and annual marketing and operational plans followed by formal presentation before the Board for approval and/or modification.

Manage all plans and budgets adopted by the Board Members.

Establish and build a positive liaison and rapport with city, county, state and nationally elected officials, business leaders and funding bodies.

Involvement of a positive and dynamic Staff Development Plan and Training Program.

Assurance of agency compliance with all state, federal and personnel regulations.

Serve as signatory for payroll, accounts receivable and official documents in accordance with Board authorization.

Oversee that all required reports, grant applications and related materials are submitted in an accurate and timely fashion.

Monitor all departmental operations and make recommendations for improvement and/or modifications so indicated.

All other administrative duties as assigned by the CARES Board Members.

3. PERFORMANCE REQUIREMENTS:

- > Work on multiple projects simultaneously.
- > Have knowledge of all demographics with Pasco County.
- > Efficiently operate computer terminal.
- > Prepare report and correspondence in a timely and accurate manner.
- > Set priorities; meet deadlines plus start and complete tasks independently.
- > Work under deadline pressures.
- > Work evening or weekends as work situation indicates.
- > Be flexible in work activities.

CARES JOB DESCRIPTION: PAGE THREE

Performance Requirements Continued:

- > Excel in written and communicative skills.
- > Maintain solid rapport with funding groups and members of the business and human services community.
- > Knowledge of strategic planning, administrative and management systems.
- > Prepare and deliver speeches to various groups.
- > Secure goods and services for the benefit of the agency.
- > Monitor recruitment and training of agency personnel.
- > Oversee compliance of all CARES Policies and Procedures.
- Monitors the provisions of the CARES Safety Program and insures the compliance with all state and federal employment and statutory laws with key CARES administrators.
- ➤ When warranted will assist with lifting and moving 30 to 40 pounds.

4. MACHINE/EQUIPMENT/TOOL(S) USED:

Overhead Projector

Slide Projector

Telephone

Photocopiers

Calculators

Computer Terminals

Fax Machine

Cellular Telephone

Pager

Internet

E-mail

Security Systems

5. SAFETY EQUIPMENT:

None

6. QUALIFICATIONS:

- > Bachelors or Master's Degree in planning, public administration, social work, or business with three years of responsible management experience.
- Above average knowledge of cost and multi-fund accounting procedures with ability to interpret financial documents.
- > Excellent demonstrated verbal, written and interpersonal communication skills.
- > Knowledge of aging services, service systems and business operations.
- > Familiarization with state and federal funding sources and related specifications.
- Ability to adapt to changing operational requirements in the agency.

7. WORKING CONDITIONS:

- > Work performance in various office or site environments.
- > Outdoor work performance or public presentation on behalf of the agency.
- > Adaptability to work conditions, which require prolonged sitting, standing, writing, typing or working with computers.
- > Effectively interacts with the public.
- ➤ Word day is from 8:00 AM to 5:00 PM. Overall responsibilities consistently with those of the Chief Executive Administrator require breakfast, luncheon or weekend meetings, conferences and activities.

CARES JOB DESCRIPTION: PAGE FOUR	

8. STAFF DEVELOPMENT

Plans fro agency-wide staff development include attendance at staff meetings, inservice trainings plus attendance at relevant conference or seminars.

	,	•	1	
Employment Status:	(Mark one of the following)	Exempt_	XXX	Non-Exempt

President/CEO 11,23,04

Community Aging & Retirement Services, Inc., dba CARES Job Description

Title of Position	Chief Financial Officer
Department/Project	Administration
Location	Administrative Office – West Pasco
Immediate Supervisor	Chief Executive Officer
Effective Date	April 2017

Position Summary & Reporting Relationship:

Responsible for the preparation of all financial reports for submission to federal and state agencies. Responsibilities also include working with sub-grant or delegate agencies to establish and/or maintain adequate financial accountability at the sub-grant level.

1. BASIC FUNCTIONS

The Chief Financial Officer position is accountable for the administrative, financial, and risk management operations of CARES, to include the development of a financial and operational strategy, metrics tied to that strategy, and the ongoing development and monitoring of control systems designed to preserve CARES' assets and report accurate financial results.

2. PRINCIPAL ACCOUNTABILITIES

PLANNING

- 1. Assist in formulating the company's future direction and supporting tactical initiatives.
- 2. Monitor and direct the implementation of strategic business plans.
- 3. Develop financial and tax strategies.
- 4. Manage the capital request and budgeting processes.
- 5. Develop performance measures that support the company's strategic direction.

<u>OPERATIONS</u>

- 1. Participate in key decisions as a member of the executive management team.
- 2. Maintain in-depth relations with all members of the management team.
- 3. Manage any third parties to which functions have been outsourced.
- 4. Oversee the company's transaction processing systems.
- 5. Implement operational best practices.
- 6. Oversee employee benefit plans, with particular emphasis on maximizing a cost-effective benefits package.
- 7. Supervise acquisition due diligence and negotiate acquisitions.

FINANCIAL INFORMATION

- 1. Oversee the issuance of financial information.
- 2. Report financial results to the Board of Directors.

RISK MANAGEMENT

1. Understand and mitigate key elements of the company's risk profile.

2. Monitor all open legal issues involving the company, and legal issues affecting the industry.

3. Construct and monitor reliable control systems.

4. Maintain appropriate insurance coverage.

- 5. Ensure that the company complies with all legal and regulatory requirements.
- 6. Ensure that the record keeping meets the requirements of auditors and government agencies.

7. Report risk issues to the audit committee of the Board of Directors.

8. Maintain relations with external auditors and investigate their findings and recommendations.

FUNDING

- 1. Monitor cash balances and cash forecasts.
- 2. Arrange for debt and equity financing.

3. RESPONSIBILITIES

To serve as assistant treasurer of the Board of Directors and advise them with regard to all corporate finances.

To assure timely preparation of all worker's compensation, accident and tax reports.

To supervise preparation of all Accounts Receivable & Accounts Payable.

To supervise preparation of all payroll including all payroll taxes.

To prepare monthly revenue and expense summaries for each fund.

To prepare financial statements for monthly Board Meetings.

To review and record all in-kind donations.

To prepare annual budget in conjunction with Department Heads & Chief Executive Officer.

To advise Program Directors in periodic budget analysis.

To prepare all financial reports to grantors along with requesting all grant payments.

To manage corporate cash flow to maximize interest income from cash balances.

To prepare and file all tax reports including annual tax return.

To monitor personnel benefit packages to maximize the benefit to both the corporation and all employees.

To maintain accurate inventory records and supervise periodic physical inspection.

4. PERFORMANCE REQUIREMENTS

Have knowledge of all demographics within Pasco County.

Work on multiple projects simultaneously.

Efficiently operate computer terminal

Prepare report and correspondence in a timely and accurate manner.

Set priorities; meet deadlines plus start and complete tasks independently.

Work under deadline pressures.

Work evening or weekends as work situation indicates.

Excel in written and communicative skills.

Maintain solid rapport with funding groups and members of the business and human services community.

Knowledge of strategic planning, administrative and management systems.

Prepare and deliver speeches to various groups.

Secure goods and services for the benefit of the agency.

Monitors the provisions of the CARES Safety Program and ensures the compliance with all state and federal employment and statutory laws with key CARES administrators.

When warranted will assist with lifting and moving 30 to 40 pounds.

5. MACHINE/EQUIPMENT/TOOL(S) USED

Overhead Projector

Telephone Calculators

Computer Terminals Security Systems

Photocopiers Fax Machine

Cellular Telephone

Internet

E-mail

6. SAFETY EQUIPMENT

None

7. QUALIFICATIONS

Bachelor's Degree in Accounting, Finance or related field (MBA preferred).

Professional accounting designation (CA, CMA or CPA preferred).

5 plus years' experience in a senior financial managerial position.

Advanced computer skills, including proficiency in MS Office and QuickBooks financial reporting software.

Results oriented, strategic thinker and planner.

Excellent demonstrated verbal, written & interpersonal communication skills.

Knowledge of aging services, service systems and business operations.

Familiarization with state and federal funding sources and related specifications.

Ability to adapt to changing operational requirements within the agency.

8. WORKING CONDITIONS

Work performance in various office or site environments.

Outdoor work performance or public presentation on behalf of the agency.

Adaptability to work conditions, which require prolonged sitting, standing, writing, typing or working with computers.

Work day is from 8:00 AM to 5:00 PM.

9. STAFF DEVELOPMENT

Plans for agency-wide staff development which includes attendance at staff meetings, in-service trainings plus attendance at relevant conference or seminars.

Employment Status:	(Mark one of the following)	Exempt	X	Non-Exempt	
,			***************************************		

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Community Aging & Retirement Services, Inc., dba CARES Job Description

Title of Position	Chief Operating Officer	
Department/Project	Administration	
Location	Administrative Office – West Pasco	
Immediate Supervisor	President / C E O	
Effective Date	April 2020	

Position Summary & Reporting Relationship:

The Chief Operating Officer will manage all aspects of the daily operations of all CARES departments including financial management, interactions with department directors and other staffing ensuring that the organization is managed and performing efficiently and effectively. Creates services and products within program/service areas which will increase profitability, positive outcomes for customers, market shares, volume, quality, customer satisfaction and customer driven products.

RESPONSIBILITIES:

- Establishes quantitative and qualitative metrics, guidelines, and standards by which the company's efficiency and effectiveness can be evaluated; identifies opportunities for improvement.
- Reviews, analyzes, and evaluates business procedures.
- Implements policies and procedures that will improve day-to-day operations.
- Ensures work environments are adequate and safe.
- Oversees Home Health Care, Case Management, Adult Day Care, Chore/Homemaker, Travel, and Enrichment Centers departments, ensuring each is reaching goals set by departmental and company leadership.
- Initial needed focus will be on the operations of the Home Health Care department followed by the current operations and growth of opening new Adult Day Care Centers.
- Plans, directs, controls, implements, evaluates, monitors, and forecasts budgets and cost of services in each division to achieve financial objectives.
- Communicates and explains new directives, policies, or procedures to managers; for major changes, meets with entire operations staff to explain changes, answer questions, and maintain morale.
- Improves customer service and satisfaction through policy and procedural changes.
- Leads coordination and integration of efforts among operations, technology, and customer service divisions to produce smoother workflow and more cost-effective business processes.
- Projects a positive image of the organization to employees, customers, industry, and community.
- Performs other related duties as assigned.

REQUIRED SKILLS:

- Thorough understanding of practices, theories, and policies involved in business and finance.
- Superior verbal and written communication and interpersonal skills.
- Superior managerial and diplomacy skills.
- Extremely proficient in Microsoft Office Suite or related software.
- Excellent organizational skills and attention to detail.
- Excellent analytical, decision-making, and problem-solving skills.

QUALIFICATIONS:

At least 5 years of professional healthcare administration experience overall, with a minimum of five years of senior-leadership experience supervising seasoned staff operating multiple human services programs. Solid educational background including a Bachelor's degree.

- Strong relationship builder and communicator with experience leading diverse work teams, developing an organization-wide strategy for program excellence, engaging community partners, and partnering with a CEO and Board of Directors.
- Can point to tangible examples of reporting and program measurement and evaluation. Demonstrates integrity, strives for excellence in her/his work, and has experience of leading others to new levels of effectiveness and programmatic impact.
- Passionate about CARES' mission and able to promote and communicate the philosophy, mission and values of CARES to external and internal stakeholders.
- Ability to travel 50% of the time to provide on-site leadership for multi-locations operating units and programs.

COMPENSATION:

This is an outstanding opportunity to lead a small 5M+ and growing non-profit organization and partner with the CEO and senior management team. CARES will offer a competitive compensation package including base salary, health and vacation and sick benefits.

REQUIRED EDUCATION AND EXPERIENCE:

Bachelor's Degree in Business Administration or related field. At least five years of strong operational experience.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

Possess personal qualities of integrity, credibility, and commitment to corporate mission.

Ability to work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions, and demonstrated resourcefulness in setting priorities and guiding investment in people & systems.

Candidates must pass an AHCA and DOEA Level II background check along with a pre-employment drug test.

CARES is an Equal Opportunity Employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.

Employment Status:	(Mark one of the following)	Exempt XXX	Non-Exempt

Community Aging & Retirement Services, Inc., dba CARES Job Description

Title of Position	Administrative Services Director
Department/Project	Administration
Location	Administrative Office - West Pasco
Immediate Supervisor	President / CEO
Effective Date	July 2016

Position Summary & Reporting Relationship:

The Administrative Services Director is responsible for managing the efficient operation of the administrative office, corporate files, maintenance of the building, purchasing of materials and supplies, computerized program systems and supervision of the central administrative support staff. This position also is responsible for assisting the President/CEO with administrative duties, including secretarial work, grants, projects, reports & written communications.

1. ESSENTIAL REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

- Maintain & update corporate documents and calendar, including contracts and subcontracts, grants, vendors, licenses, board member filings, etc.
- Serve as recording secretary to Board.
- Maintain required subcontract documentation/RFP's.
- Coordinate the maintenance care of building, landscape and other related systems.
- Assist with and coordinate the purchase of office supplies and equipment.
- Assist the President/CEO with preparation of regular and special reports and grant proposals as required by all funding sources.
- Assist the President/CEO with correspondence, research and preparation of data and drafts.
- Manage correspondence for President/CEO when s/he is not available.
- Keep President/CEO appointment book up to date.
- Develop reports & mailings.
- Ensure adequate coverage at the reception desk and occasionally fill in as needed.
- Assist in the coordination of employee recognition events and Board of Director meetings, which could include procuring food and gifts.
- Write Quarterly Reports for Administrative Officers.
- Serve as "entry point" for administrative correspondence.
- Schedule and convene agency meetings.
- Trains and supervises Administrative Staff in reception area.
- Maintains working knowledge of CARES Personnel Policies & Procedures.
- Billing and reconciliation of monthly services & invoices.

2. PERFORMANCE REQUIREMENTS

- Able to identify problems, collect data, establish facts, draw valid conclusions and deal with problems utilizing sound judgement and common sense.
- Able to work on multiple activities simultaneously.
- Must be able to successfully perform the physical demands of the job as described under physical demands.

3. SUPERVISORY RESPONSIBILTIES

- Supervises Administrative staff in reception area.
- Supervises Grounds & Maintenance staff.

4. EDUCATION AND EXPERIENCE

- High school diploma or equivalent.
- Associates Degree in secretarial science or office/business studies.
- Four years of experience at an executive secretary level.
- Two years of supervisory/administrative management experience.
- Proficient in computer skills including: Outlook, Word, Power Point and Excel.

5. CERTIFICATES, LICENSES, REGISTRATIONS

• None.

6. MINIMUM NECESSARY RESTRICTION TO PHI

To perform the functions of this job, persons in this position may require access to
or exposure to client information, medical records or computer applications that
contain Protected Health Information including, but not limited to, electronic
medical information, client medical records, written information, faxed
information or spoken word. Incidental exposure of Protected Health
Information may occur during the workday.

7. PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met
 by an employee to successfully perform the essential functions of this job.
 Reasonable accommodations may be made to enable individuals with disabilities
 to perform these essential functions.
- · Variety of walking, standing, sitting, stooping.
- Requires normal range of hearing, vision and manual dexterity to operate keyboard, telephone, photocopier, calculator and other office equipment as needed

8. WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Work performance in an office setting.
- Workday is at the discretion of the President / CEO.
- Workday could also include travel to designated locations as needed and frequent contact with staff and public.
- While performing the duties of this job, the employee occasionally works near moving mechanical parts and, although rare, may occasionally be exposed to wet

and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock.

• The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

• Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

• This could include office setting, travel to designated locations as needed and frequent contact with staff and public.

9. Staff Development:

Attend relevant in-services, conferences or seminars.

Employment Status: (Mark one of the following) Exempt

Non-Exempt X

Community Aging & Retirement Services, Inc., dba CARES HR Coordinator Job Description

Title of Position	HR Coordinator
Department/Project	Administration / Human Resources
Location	Administrative Office – Hudson
Immediate Supervisor	President & C E O
Effective Date	April 2020

Position Summary & Reporting Relationship:

- 1. The HR Coordinator is directly responsible for the overall administration, coordination and evaluation of the human resources function.
- 2. Mainly Focuses as CARES Recruitment and Retention Specialist.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1. Develops and administers various human resources plans and procedures for all company personnel.
- 2. Plans, organizes and controls all activities of the department. Participates in developing department goals, objectives and systems.
- 3. Posts jobs on various job boards (Indeed) and sources candidates for hire for all divisions/programs
- 4. Conducts HR onboarding and orientation.
- 5. Rewrites job descriptions as necessary.
- 6. Develops, recommends and implements personnel policies and procedures; prepares and maintains handbook on policies and procedures.
- 7. Maintains close business relationship with Co-Employer (PEO) regarding benefits administration, annual filings, workers compensation claims and monitoring/improving risk factors of claims handling to avoid indemnity costs whenever possible.
- 8. Works with supervisors to screen and interview candidates, conducts past employment reference checks, Level II Fingerprinting and background checks within AHCA, E-VERIFY, extends job offers, monitors career-path program and employee relations counseling; conducts exit interviews.
- 9. Establishes and maintains department records and reports. Participates in administrative staff meetings and attends other meetings, such as seminars.
- 10. Ensures that all departments are current with departmental in-services, CPR/First Aid trainings, Annual Alzheimer's Training.
- 11. Prepares for HR Audits from State and Federal Government Agencies to ensure compliance with all federal, state and local employment laws and funding agencies regulations.

- 12. Improve upon the in-services training with more efficient and engaging methods at a low to no cost to CARES whenever possible.
- 13. Seek grants for educational trainings, new hires and/or future apprenticeship opportunities. (Career Source)
- 14. Stays abreast and in compliance with all current employment laws including FMLA/ADA/ACA/DOL, etc.

Competencies

- 1. Business Acumen.
- 2. Communication.
- 3. Consultation.
- 4. Critical Evaluation.
- 5. Critical Thinking.
- 6. Crisis Intervention and Resolution Skills.
- 7. Global and Cultural Awareness.
- 8. HR Expertise.
- 9. Leadership and Navigation.
- 10. Relationship Management.
- 11. Ethical Practice.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must occasionally lift or move office products and supplies, up to 25 pounds.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5:00 p.m. This position regularly requires long hours and weekend work.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

Required Education and Experience

1. High School Graduate with three years administrative experience dealing with personnel with at least two-years of human resource experience.

2. Experience with Microsoft Office (Word, Excel and PowerPoint).

Preferred Education and Experience

- 1. AS/BS in human resource management.
- 2. SHRM Certified Professional (SHRM-CP) or SHRM Senior Certified Professional (SHRM-SCP) credential.

Work Authorization/Security Clearance (if applicable)

- 1. Must successfully complete State of Florida Level 2 Background and drug screenings.
- 2. Valid Florida Driver's License and reliable automobile.

Employment Status: (Mark one of the following) Exempt

3. Current automobile insurance and be willing to operate personal car.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

ACKNOWLEDGEMENT				
This job description has been approved by all levels of management:				
President-CEO:				
HR Coordinator:				
Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.				
Employee Date				

Non-Exempt

Community Aging & Retirement Services, Inc., dba CARES Job Description

Title of Position	Information Technology (IT)Technician/Manager
Department/Project	Administration
Location	Pasco County
Immediate Supervisor	Business Development Director
Effective Date	05/01/2013

Position Summary: This position requires the monitoring and maintaining of all the computer systems and networks of the organization. Performs all duties of the agency's data security officer. Installs and configures computer systems, diagnose hardware/software faults and solve technical and applications problems, either over the phone or in person. The position is as much about understanding how information systems are used as applying technical knowledge related to computer hardware or software. Mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them: retrieves trouble tickets, prioritizes and attempts to resolve technical issues. If within a certain amount of time they are not resolved, these are referred to an auxiliary IT service provider. This position requires working effectively and communicating effectively with all levels of agency employees including management and administration.

1. RESPONSIBILITIES:

- Installing and configuring computer hardware operating systems and applications
- Monitoring and maintaining on-computer systems, servers
- Coordinate with the auxiliary IT service provider in ensuring the smooth running of all IT systems, including anti-virus software, print services and email provision with this position maximizing use of its resources first
- Coordinate with the auxiliary IT service provider in ensuring the security of data from internal and external attack with this position maximizing use of its resources first
- Maintaining current knowledge of and performance compliance with HIPAA, Privacy and Security compliance requirements according to legal and professional standards
- Recommends and advises on IT efficiencies that could benefit the organization
- Scheduling upgrades and security backups of hardware and software systems
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults

- Installing and maintaining standardized software programs agency-wide
- · Ensuring that software licensing laws are adhered to
- Conducting testing of system functioning to verify correct operations and detect maintain records regarding all referrals and jobs and time involvement
- Provide timely response to all referrals and jobs with an initial notification of receipt of referral and the corrective intervention within 24 hours
- Providing secure access to the network for remote users
- Providing users with appropriate support and advice answering users inquiries regarding software and hardware operation to resolve problems
- Coordinate with the auxiliary IT service provider in managing crisis situations with the organizations IT
- Talking staff/clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues
- Providing monthly reports and other reports as requested by administration
- Providing diagrams, mapping and systems descriptions of organization IT setting up new users' accounts and profiles and dealing with password issues
- Testing and evaluating new technology, evaluating software or hardware, and recommend improvements or upgrades
- Develop work plans and goals submitted to administration for approval and track
 achievement levels in monthly reports making recommendations as needed regarding
 hardware, networking, software, updates, training, computer security issues, and
 additional technical details that may arise
- Adjusting to changing demands of the position and the ability to take on new and varying assignments sometimes with short notice
- Maintain equipment and supplies inventory
- Other duties as assigned

2. PERFORMANCE REQUIREMENTS:

The physical demands must be met to successfully perform the functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is required to see, talk and hear.

Because of the often strategic and sensitive matters associated with IT this positions requires that the employee possess excellent interpersonal and communication skills.

The employee will be subject to frequent standing, walking, sitting, use of their arms, hands and fingers, be able to reach with hands and arms, stoop, kneel, crouch or crawl.

The employee must be able to lift and/or move up to 50 pounds.

Specific vision is required by this position to include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

While performing the duties there may be frequent interruptions.

The noise level is usually moderate.

3. MACHINES/EQUIPMENT/TOOLS USED:

Computers Technology Systems

Fax Machine

4. SAFETY EQUIPMENT (AVAILABLE):

Back Belt

Safety Eyewear

5. WORK EXPERIENCE REQUIREMENTS:

Experience with technical expertise coupled with an understanding of business and management principles.

In-depth knowledge of the programs and applications they use, typically Microsoft, Linux and Cisco technologies.

Microsoft Certified Software Engineer (MCSE) or the Microsoft Certified Systems Administrator (MCSA) qualifications (for Windows Server 2003-based solutions) or the Microsoft Certified IT Professional (MCITP) qualification (for newer technologies)

6. EDUCATION REQUIREMENTS

Bachelor's Degree from four year college or university in technology or with three years related experience and/or training or certification/licesence as necessary to preform IT tasks.

7. <u>CERTIFICATES, LICENSES & REGISTRATIONS</u>

Abuse and Criminal Background Check

Proof of educational and background experience

Statement of Good Health

Valid Florida Driver's License & reliable automobile

Current automobile insurance & willingness to operate personal automobile

8. STAFF DEVELOPMENT

Attend staff meetings

Attend relevant Inservices, Conferences, Seminars & Workshops

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Employment Status:	(Mark one of the following)	Exempt 🗀	Non-Exempt □
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Job Description - 5/1/2013

Community Aging & Retirement Services, Inc., dba CARES Fiscal Assistant I – Job Description

Title-of Position	Fiscal Assistant I	
Department/Project	Fiscal	,
Location	Administrative Office – Hudson	
Immediate Supervisor	Chief Financial Officer	
Effective Date	August 2018	

Position Summary & Reporting Relationship:

Computerizes, classifies, records, verifies and maintains numerical data for use in maintaining financial records by performing the following duties.

Assist the Finance Director in all administrative duties related to al financial projects.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1. Compiles and sorts documents, such as invoices and checks, substantiating business transactions.
- 2. Verifies and posts details of business transactions, such as funds received and disbursed, and totals accounts to ledgers or computer spreadsheets and QuickBooks databases.
- 3. Prepares vouchers, invoices, checks, account statements, reports and other records and reviews them for accuracy.
- 4. Reconciles bank statements.
- 5. Monitors accounts payable and receivable to ensure that payments are up to date.
- 6. Reconciles and recommends resolution for report discrepancies and problems.
- 7. Coordinates and prepares pertinent information for external accounting firm and auditors.
- 8. Codes data for input to QuickBooks financial systems according to company's procedures.
- 9. Prepare programs co-pay monthly billing statements as well as private paymonthly billing statements.
- 10. Perform other duties as assigned by the Finance Director.

Competencies

- 1. Financial Management.
- 2. Technical Capacity.
- 3. Communication Proficiency.
- 4. Ethical Conduct.
- 5. Collaboration Skills.
- 6. Flexibility.

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a clerical office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must occasionally lift or move office products and supplies, up to 25 pounds.

Filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5 p.m. Evening and weekend work may be required as job duties demand.

Travel

No travel is expected for this position.

Required Education and Experience

- 1. High school diploma or equivalent.
- 2. Some college or specific coursework tied to general principles of accounting.
- 3. Two years of general office experience.
- 4. Two to three years of related accounting experience, such as general ledger, A/R, A/P, and payroll.

Additional Eligibility Qualifications

None required for this position.

Work Authorization/Security Clearance (if applicable)

1. Must successfully complete State of Florida Level 2 Background and drug screenings.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

ACKNOWLEDGEMENT	
This job description has been approved by all levels of management	:
President-CEO:	and the second s
HR Director:	-
Employee signature below constitutes employee's understanding of requirements, essential functions and duties of the position.	the
Employee: Date	
Employment Status: (Mark one of the following) Exempt Nor	n-Exempt <u>X</u>

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Community Aging & Retirement Services, Inc., dba CARES Job Description

Title of Position	Receptionist
Department/Project	Administration
Location	West Pasco
Immediate Supervisor	Director of Administrative Services
Effective Date	January 2020

Position Summary & Reporting Relationship:

Office work involving moderately complex procedures and a wide range of office skills. To serve as receptionist for the general public and perform other duties assigned at the office location.

1. Responsibilities:

Answer and screen all incoming calls.

Set up and maintain an easily accessible filing system.

Open all mail and ensure the timely distribution to all employees daily.

Update appointment calendars.

Coordinate office activities.

Collect and distribute parcels and other mail

Ensure positive reception for all clients, guests, and staff regarding incoming calls, promptly routing messages and maintaining the neatness of office location.

Operate copying equipment, telephone switchboard, and other office equipment.

Control inventory relevant to the reception area

Performs other office tasks as assigned by the Director of Administrative Services.

Complies with agency policies and procedures.

2. <u>Performance Requirements:</u>

Maintains productive working relationships with staff and volunteers.

Excel in telephone skills.

Able to maintain detailed written records.

Able to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals.

Strong customer service skills

Able to work on multiple activities simultaneously.

Able to organize, plan and set priorities.

Able to work under deadline pressures and scheduling demands.

Able to be flexible in performing responsibilities.

Frequently required to sit, stand, walk; use hands to finger, handle or feel objects; talk, hear and smell. Occasionally required to reach and stretch with hands and arms, and stoop or knee.

Must frequently lift and/or move 15 pounds. Occasionally may be required to lift and/or move 25 pounds or more.

3. Machine/Equipment:

Calculator
Electric Letter Opener
Fax Machine

Photocopier Postage Machine Telephone

4. Safety Equipment:

Back Belt available.

5. Qualifications:

High school diploma.

Excellent written and verbal skills.

Strong employee/human relations and telephone skills.

Excellent attention to accuracy and details.

Ability to work under competing demands and time pressures.

Professional personal presentation

6. Working Conditions:

Work performance in an office setting.

Work day is 8:00 A.M. to 5:00 P.M. – Monday through Friday.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and, although rare, may occasionally be exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock.

CARE	SIOR	DESCRIPTIO)N· PA	CE	THREE

7. Staff Development:

Attend staff meetings.

Attend relevant In-Services and Seminars.

Employment Status. (Walk One of the following) Exempt 1701 Exempt	Employment Status: (Mark one of the following) Exempt	Non-Exempt X .
	Employment Status. (Wark one of the following) Exempt	11011 DAVIAP*1

(Zip III) JOB DESCRIPTION Receptionist 1-06-2020

Community Aging & Retirement Services, Inc., dba CARES Job Description

Title of Position	Adult Day Services Manager
Department/Project	Adult Day Services
Location	Pasco County
Immediate	Director of Adult Day Services
Supervisor	
Effective Date	June 2020

Position Summary & Reporting Relationship: Responsible for the operation and supervision of all components of the Adult Day Services Center in accordance with the corporation's policies and regulating agencies to provide a safe environment and person centered care for participants.

1. RESPONSIBILITIES:

Provides supervision of employees of Adult Day Services program in accordance with policies and procedures, develops work assignments and schedules. Does performance evaluations and continually evaluates center for staff needs.

Interviews, hires and trains new employees.

Ensures that Adult Day Services meets all requirements of DCFS, DOEA. and AHCA and other surveying and regulating bodies as appropriate.

Submits required reports accurately and in a timely manner.

Ensures maintenance, safety and good repair of physical plant and site.

Facilitates person centered care philosophy with staff

Evaluates referrals, conducts assessments of potential participants.

Supervises implementation of care plans, quarterly reviews and evaluates each participant's status on an ongoing basis. Records changes in participant's status or behavior. Facilitates team review meetings as needed for individual participants.

Responsible for the development and implementation of the center budget.

Maintains diverse reimbursement sources for profitability and financial stability within the program/services area.

Provides the marketing of the adult day service center to the community.

Supervises the activity coordinator or appropriate program activities.

Refers participants to community resources as appropriate.

Conducts or arranges for staff trainings or in-services

Participates in meetings and trainings as provided and appropriate.

Other duties as assigned by Director of Adult Day Services.

2. PERFORMANCE REQUIREMENTS:

Physical demands must be met to successfully perform the functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is required to see, talk and hear.

The employee will be subject to frequent standing, walking, sitting, use of their arms, hands and fingers, be able to reach with hands and arms, stoop, kneel, crouch or crawl.

The employee must be able to lift and/or move up to 50 pounds.

Specific vision is required by this position to include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Exposure to confused, potentially aggressive and upset individuals on a daily basis.

While performing the duties there may be frequent interruptions.

The noise level is usually moderate.

3. SUPERVISORY RESPONSIBILITIES:

Directly supervises all employees in the Adult Day Services Center.

Carries out supervisory responsibilities in accordance with policies and applicable laws.

Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

4. MACHINES/EQUIPMENT/TOOLS USED:

Telephone, Smart Phone, Computer, Fax Machine, Scanner, Alarm System(s)

SAFETY EQUIPMENT (AVAILABLE):

Gloves, Masks, Micro Shield, Back Belt, Hair Net

6.	WORK EXPERIENCE REQUIREMENTS:
	Knowledge of Human Development including the process of aging.
	Excellent oral and written communications.
	Proficient on computer.
٠	Work efficiently under pressure with deadlines.
	Work effectively with community/statewide agencies.
	Maintain confidentiality.
7.	EDUCATION REQUIREMENTS
•	Bachelor's Degree from four-year college or university in Nursing, Gerontology, Social Work, Psychology, Counseling, Public Health or related field; or with five years related experience and/or training; or with a registered nurses license with one-year supervisor experience.
8.	CERTIFICATES, LICENSES & REGISTRATIONS
	Abuse and Criminal Background Check
	Proof of educational and experience background
	Statement of Good Health
	TB Test and signed physician statement within 45 days prior to employment
	Valid Florida Driver's License or Florida ID
9.	STAFF DEVELOPMENT
	Attend staff meetings
	Attend relevant In-services, Conferences, Seminars & Workshops
have	byee Signature: Date: e received a copy of this job description and understand the responsibilities and rements.

Employment Status: (Mark one of the following) Exempt $\ \square$ Non-Exempt $\ \square$

Community Aging & Retirement Services, Inc., dba CARES Job Description

Title of Position	Center Nurse
Department/Project	Adult Day Services
Location ·	East Pasco / West Pasco
Immediate Supervisor	Center Manager ·
Effective Date	3/2018
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Position Summary & Reporting Relationship: Responsible for the nursing care and teaching participants and families/caregivers by performing the following duties.

1. RESPONSIBILITIES: Include the following. Other duties may be assigned.

Provides nursing care to each participant in the Adult Day Services Center, administers medication and treatment in accordance with physician orders, and continually assesses participants' status.

Initiate the care plan for each participant with other members of the adult day service staff.

Assist in development of the care plan at quarterly reviews.

Maintains documentation in nursing record, progress notes and quarterly review schedule.

Assumes responsibility and authority of the center manager in his or her absence.

Provides regularly scheduled programs for participants on nutrition, personal hygiene, physical fitness, medication and other related topics.

Participates in pertinent center meetings and in-service training.

Communicates with caregivers and health professionals.

Assists the Center Manager in coordinating program assistant duties and preparation of reports for funded programs.

Acts as the liaison between the participant/family and physician.

Monitors and maintains all medications and records.

Monitors health conditions of the participants.

2. PERFORMANCE REQUIREMENTS:

The physical demands must be met to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is required to see, talk and hear. The employee will be subject to frequent standing; walking; sitting; use of their arms, hands and fingers, be able to reach with hands and arms, stoop, kneel, crouch, or crawl. Must frequently lift and/or move up to 25 pounds and occasionally lift and/or move 50 pounds or more. Specific vision is required by this position to include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Exposure to confused, potentially aggressive and upset individuals on a daily basis. While performing the duties there may be frequent interruptions. The noise level is usually moderate. Have reliable transportation to and from work. Have the ability to maintain a high level of personal cleanliness, neatness and hygienic care.

3. MACHINES/EQUIPMENT/TOOL(S) USED:

Gloves

Masks

CPR Micro Shield Protective Eyewear

Hairnets

Protective Outerwear

Back Belt Support

Closed Shoes

4. QUALIFICATIONS:

Knowledge of current principles, methods and standards of nursing.

Knowledge of human development, including the process of aging.

Knowledge of community health and medical resources.

Skill in effective oral and written communications

Skill in supervising, evaluating and monitoring staff.

Ability to develop and conduct training workshop.

Ability to maintain employee, client and corporation confidentiality.

5. EDUCATION REQUIREMENT:

Two year certificate from a college or nursing school or Bachelor' Degree in Nursing. Must have a current Florida RN or LPN Licensure in good standing. Prior experience working with the elderly is preferred.

6. CERTIFICATE, LICENSES, REGISTRATIONS:

Abuse and Criminal Background Check

Florida Registered Nurse or Licensed Practical Nurse

Statement of Good Health

TB Test and signed physician statement within 45 days prior to employment

CPR Certification as required by A.H.C.A.

First Aid Training

Employment Status:	(Mark one of the following) Exempt	Non-Exempt	X	

Community Aging & Re	tirement Services, Inc., dba CARES
Job Description	
Title of Position	Activity Coordinator
Department/Project	Adult Day Services
Location	East Pasco & West Pasco
Immediate Supervisor	Center Manager
Effective Date	3/2018

Position Summary & Reporting Relationship: Plans, organizes, directs and conducts therapeutic recreational and specialized activity programs designed to be meaningful and personcentered care. Oversees program assistants in the implementation of activities under the supervision of the Center Manager in accordance with the Agency for Health Care Administration, Department of Elder Affairs and other regulatory entities.

1. RESPONSIBILITIES: Include the following. Other duties may be assigned.

Provides supervision, direction and training in the implementation of the person-centered care activities program to Program Assistants.

Works in partnership with contracted staff, volunteers and new employees.

Recruits and works with volunteers

Plans, organizes and implements person centered care activities that to consist of educational, recreational, leisure and social activities and will engage participants.

Varied activity programs based on functional needs of participants and have therapeutic value.

Completes and reviews activity calendars with Center Manager and program assistants for appropriate activities and variety in a timely manner.

Collaborates with center nurse in the planning of activities and communication of participant updates or changes in conditions.

Identifies, contacts and schedules community resources in providing activities.

Interviews participants for interests, likes, dislikes and ability to contribute to individualized care plans and quarterly reviews.

Provides personal care assistance to participants including assisting in ambulation to and from activities, restroom and feeding under the supervision of the center nurse.

Coordinates and assists in the food service under the Adult Care Food Program.

Assists with the preparation of reports associated with the funded programs.

Maintains inventory and orders materials as needed.

Attends and participates in meeting and trainings.

Able to fill in staffing vacancies at other centers when needed

Other duties as assigned by Center Manager

2. PERFORMANCE REQUIREMENTS:

The physical demands must be met to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is required to see, talk and hear. The employee will be subject to frequent standing; walking; sitting; use of their arms, hands and fingers, be able to reach with hands and arms, stoop, kneel, crouch, or crawl. Must frequently lift and/or move up to 25 pounds and occasionally lift and/or move 50 pounds or more. Specific vision is required by this position to include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Exposure to confused, potentially aggressive and upset individuals on a daily basis. While performing the duties there may be frequent interruptions. The noise level is usually moderate. Have the ability to maintain client and corporation confidentiality. Have reliable transportation to and from work. Have the ability to maintain a high level of personal cleanliness, neatness and hygienic care.

3. MACHINES/EQUIPMENT/TOOL(S) USED:

Telephone

Computer

Fax Machine

Thermometer

Photocopier

VCR/DVD/CD

Microwave

Freezer/Refrigerator

Internet .

Television

Coffee Maker

Convention Oven

4. SAFETY EQUIPMENT (AVAILABLE):

Gloves

Masks

CPR Micro Shield

Hairnets

Protective Outerwear

Protective Eyewear

Closed Shoes

Back Belt Support

5. WORK EXPERIENCE REQUIREMENTS:

- Knowledge of the process of aging.
- Skill in oral and written communications.
- Ability to learn and implement a variety of therapeutic recreational activities.
- Ability to lead small and large group activities.
- Knowledge of activity development that is age appropriate.
- Prior experience in working with the elderly in the capacity of activities.

6. EDUCATION REQUIREMENTS:

- High School Diploma or GED
- National Certification Council for Activities Professionals preferred.

7. CERTIFICATES, LICENSES & REGISTRATIONS:

- Abuse and Criminal Background Check.
- Proof of education or experience.
- Statement of Good Health.
- TB Test and signed physician statement within 45 days prior to employment.
- CPR Certification as required by A.H.C.A.
- First Aid Training
- Valid Florida Driver License

8. STAFF DEVELOPMENT:

- Attend Staff Meetings
- Attend relevant In-services, Conference, Seminars and Workshops.

			 	"		
	,					
Employment Status:	(Mark one of the following	(x) Exempt	Non-Exempt	X	٠	

Community Aging & Retirement Services, Inc., dba CARES Job Description

Title of Position	Program Assistant
Department/Project	Adult Day Services
Location	Pasco County
Immediate Supervisor	Center Manager
Effective Date	April 2016

Position Summary & Reporting Relationship: Responsible for person centered care, personal care, safety and well-being of participants and participates in the development and performance of programs and activities.

1. RESPONSIBILITIES: Include the following. Other duties may be assigned.

Provides, assists and facilitates participants with activities of daily living including, personal care that promote their independence and optimal functioning levels.

Participates in developing person-centered cared activities, motivates and assist participants in the recreation and educational activities.

Observes, reports and/or records changes in participants' status/behavior.

Participates in the participant's care plan

Works in partnership with contracted staff, volunteers and new employees.

Maintains the cleanliness of the center

Assists in the food preparation, food service and aiding participants with meals.

Schedule of work and hours are subject to change to meet operation and program needs.

Filling staffing vacancies at other centers

Driving company car to transport participants to and from center as appropriate

2. PERFORMANCE REQUIREMENTS:

Knowledge of the process of aging.

Skill in oral and written communications.

Ability to learn and implement the variety of recreational and meaningful activities.

Ability to lead small and large group activities.

Ability to maintain a high level of personal cleanliness, neatness and hygienic care.

Maintain confidentiality.

3. MACHINES/EQUIPMENT/TOOL(S) USED:

Telephone

Computer

Fax Machine

VCR/DVD/CD

Photocopier

Microwave

Freezer/Refrigerator Internet

Television

Thermometer Alarm system

4. <u>SAFETY EQUIPMENT (AVAILABLE)</u>:

Gloves

Masks

CPR Micro shield

Hair net

Protective outerwear Protective eyewear

Closed shoes

5. QUALIFICATIONS:

- High School Diploma or general education degree (GED); or equivalent combination of education and experience or CNA/HHA certification
- Knowledge of the process of aging
- Ability to learn and implement the variety of recreational and meaningful activities
- Ability to lead small and large group activities
- Valid Florida Driver License
- Reliable transportation to and from work locations

6. WORKING CONDITIONS:

The physical demands must be met to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is required to see, talk, and hear. The employee will be subject to frequent standing; walking; sitting; use of their arms, hands and fingers be able to reach with hands and arms, stoop, kneel, crouch, or crawl. The employee must be able to lift and/or move up to 50 pounds. Exposure to confused, potentially aggressive and upset individuals on a daily basis. There may be frequent interruptions. The noise level is usually moderate.

7. STAFF DEVELOPMENT:

- Attend Staff Meetings
- Attend relevant In-services, Conference, Seminars and Workshops.

Community Aging & Retirement Services, Inc., dba CARES Job Description

CIRTS Data Entry Specialist
Care Management
Pasco County
Program Director
March 2018

Position Summary & Reporting Relationship:

Reporting to and under the supervision of Program Director receives and assembles information for input in CIRTS. Inputs data/information in CIRTS and retrieves CIRTS and e-mail data/information for appropriate individuals and specific program purposes.

1. Responsibilities:

Enter in CIRTS client specific data from original DOEA 701A and 701B for enrollment and wait list purposes.

Enter in CIRTS defined care plan data for enrolled ADI, CCE, HCE, LSP and OAA participants.

Enter in CIRTS received service data in aggregate and client specific manner for unit cost reimbursement and Home Care for the Elderly caregiver/client payment.

Query CIRTS to produce specific reports.

Enter and retrieve e-mail information for appropriate individuals.

Assist in the coordination of the flow of CIRTS data/information for supervisors, fiscal staff, and program personnel (i.e. care managers, case aids and OAA office staff).

Reproduce necessary data, records and/or other materials for record keeping or other departmental purposes.

Maintain records, data and information in an orderly or systematic manner.

Other duties as determined by immediate supervisor.

2. Performance Requirements:

Must accurately enter required data elements at an efficient rate and in a timely manner.

Must be able to enter data for prolonged periods of time using a computer terminal.

Must exhibit flexibility and demonstrate willingness to meet changing program needs.

Must comply with all CARES Personnel Policies and Project/Department rules.

Must observe and follow the provisions of CARES accident prevention/safety procedures and reporting of injury, accident and incident policies.

Must be able to lift and carry supplies or file boxes weighing up to 20 pounds.

3. Machine/Equipment/Tools(s) Used:

Calculator
Computer
Copy Machine
Fax Machine
General Telephone System
Postage Meter

4. Safety Equipment:

Fire Extinguisher First Aid Kit

5. Qualifications:

Knowledge of DOEA CIRTS guidelines and procedures.

Ability to operate, or learn to operate efficiently, the existing CIRTS software program.

Ability to work efficiently under pressure and with deadlines.

Ability to establish and maintain effective working relationships with staff.

Ability to organize and maintain records.

Ability to work effectively with community and statewide agencies.

Ability to maintain department, agency and client confidentiality.

6. Working Conditions:

Requires working in shared office setting

Requires prolonged sitting, typing and working with computer terminal.

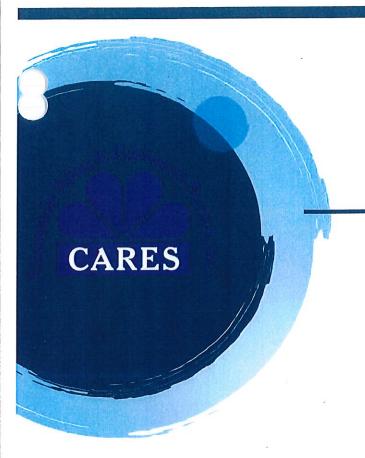
Schedule of work subject to change to meet program needs.

Hours of work are between 8:00 AM and 4:30 PM.

7. Staff Development:

Staff development includes staff meetings, pre-service and in-service training and attendance at relevant conferences and seminars.

Employment Status:	(Mark one of the following)	Exempt	Non-Exempt_	<u>X</u>
<u> </u>	,		<u> </u>	



CARES 2019 & 2020 Outside Monitoring Reports

Attachment VI





Richard Prudom Secretary

June 11, 2020

Mary Stahl

Program Accountability Supervisor

Community Aging & Retirement Services, Inc.
12417 Clock Tower Parkway

Hudson, FL 34667

Dear Ms. Stahl,

Thank you for the courtesy and cooperation you extended to our representative during the June 2020 Adult Care Food Program (ACFP) desk review. The purpose of this review was to assess your organization's administration of the ACFP and to provide technical assistance to strengthen Program management and integrity.

Our reviewer examined ACFP documentation such as income eligibility forms, enrollment forms, master enrollment lists, attendance records, meal count records, menu records and food service cost records. The review focused on the records supporting your February 2020 claim for reimbursement. We also assessed compliance with civil rights requirements.

As per our phone conversation, case numbers will be added to Meal Benefit Income Eligibility forms. Community Aging & Retirement Services is not adding labor force and monitoring hours to monthly claims. Sponsor organizations should be reporting these expenses on a monthly basis. Y6111 Food Service Annual Budget includes \$68,310 in administrative expenses, and \$22,700 in food service labor cost. These expenses should be reflected on monthly claim submission.

We appreciate your efforts in ensuring proper management and integrity of the Program.

If you have any questions, you can contact me at 850-414-2122 or via e-mail at gongoral@elderaffairs.org

Sincerely,

Lucila Gongora, FCCM

COVID-19 Modified Review Form

Desk Audit

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Date:	O,	ŧ	U,		v.		•

Provider Name/Contract Number: Y6111

ACFP Representative Conducting Review: Community Aging & Retirement

PROGRAM ADMINISTRATION	YES	NO	N/A	PROCEURE MANUAL REFERENCE(S)	COMMENTS
The center/facility uses current DOEA provided forms or alternate forms approved by DOEA.	√			Ali chapters	
The center/facility has on file and utilizes all pertinent program information and documents from the USDA and DOEA.	✓			Policy Memo Dissemination	Documents are well organized
The center/facility has written policies and procedures that assign program responsibilities and duties as it pertains to ACFP.*	✓			58A-6.006(2), F.A.C	Provider will need to add ACFP time to job descriptions, monitoring . USDA request to report time in %
The ACFP is directly managed by the center/facility; no portion of the program management is subcontracted.	\			Section 5.1, 6.1	
5. The center/facility emergency preparedness plan is sufficient to ensure that providers are reimbursed and disruption of ACFP services is minimized during emergencies.	/			Chapter 429, Part III & Chapter 58A- 6.011, F.A.C.	Copy on file
Copies of all records pertaining to the ACFP in Florida are maintained in an office located within the State of Florida at all times.	\			Section 5.1, 6.1	

7. All ACFP records are maintained for at least the current fiscal year and the six prior fiscal years.*	Z			Section 5.1, 6.1	
8. All records pertaining to any unresolved audits or reviews are maintained for a minimum of the current fiscal year and six prior fiscal years or until all outstanding issues are resolved.*	√			Section 5.1, 6.1	
Meal types and times submitted by the center/facility meet all DOEA requirements. Any exceptions have been approved in writing by DOEA.	V			Section 3.1, 7.1, 7.5	
10. A written individual plan of care is developed and maintained for every functionally impaired participant.	V			Section 2.5	
11. The sponsor submits Change Forms and accompanying documentation when any information changes on the center/facility's application form.			V	Section 3.2	No changes on record
12. Daily point of service meal count only includes ACFP eligible clients.*	\mathbf{V}			Section 8.15	
13. The center/facility receives only ACFP funds for meals claimed.*	\mathbf{V}			Section 6.12	
ELIGIBILITY DETERMINATIONS	YES	NO	N/A	PROCEURE MANUAL REFERENCE(S)	COMMENTS
15. The center/facility ensures that each adult whose meals are claimed for reimbursement is age-eligible to participate in the ACFP.*	V			Section 2.5	
17. The center/facility accurately completed the Meal Benefit Income Eligibility Form. (See attached Participant Application & Roster Review form).*		V		Sections 2.5, 10.4	Provider will add case numbers for all free and reduced price participants

19. Current and complete enrollment forms and daily attendance forms are on file for all adults participating in the ACFP.*	V			Sections, 8.14, 8.15, 10.7	
CLAIM REVIEW AND EDITS	YES	NO	N/A	PROCEDURE MANUAL REFERENCE(S)	COMMENTS
20. The center/facility ensures the monthly claim information is accurate, the meals claimed are eligible for reimbursement, and that adequate documentation (meal count worksheets, daily attendance sheets, and enrollment rosters) support the provider's claim.*	V			Sections 4.6, 4.7, 4.8, 8.6, 9.10	
21. The center/facility cost is not in excess of three months of operating budget.	V			Section 9.6	·
22. The center/facility correctly designates the meal reimbursement.				Sections 4.6	
23. The information on the Point of Service forms is accurate and supports the claim. (See Daily "Point of Service" Meal Count form).	Z			Sections 5.1, 9.10, 6.3	Copy on file
24. Claims for reimbursement are received by the 15th of the month following claim month from the center/facility.*		V		Section 4.3	Provider should submit claims by 15 of each month
 The center/facility has the one-time exception available for submitting a claim. 	Z			Section 4.3	
26. Revised claims are filed when necessary and within the required time frames.*			Z	Section 4.3	
TRAINING	YES	Š	N/A	PROCEDURE MANUAL REFERENCE(5)	COMMENTS

·

32. Mandatory training, which includes all required topics, is provided for the center/facility new ACFP staff upon hire, and for all center/facility ACFP staff at least annually.*	Z			Section 6.6	Copies on file
MONITORING / OVERSIGHT	YES	NO	N/A	PROCEDURE MANUAL REFERNCE(S)	COMMENTS
33. Each adult day care has a current AHCA license or contract to administer mental health day services.*	Z			Sections 9.4, 3.2	Claude Pepper expired 12/28/2021. Crescent expired 1/03/2022
36. The center/facility's prior programmatic review was without deficiencies/serious deficiencies.	V			DOEA Internal Check, 9.16	
37. The center/facility's deficiencies/serious deficiencies remain corrected per the CAP submitted to DOEA. There are no repeat findings during review.*			V	DOEA Internal Check, 9.16	
MEAL SERVICE MONITORING	YES	20	N/A	PROCEDURE MANUAL REFERENCE(S)	COMMENTS
39. The current meal service contract is approved by the ACFP office.	Z			F.A.C 58A-6 Section 11,1	
40. Records indicate meals served meet the ACFP meal pattern.	V			Sections 7.1, 8.10	
FINANCIAL MANAGEMENT	¥	NO	N/A	PROCEDURE MANUAL REFERENCE(S)	COMMENTS
46. The center/facility has adequate funding to meet financial obligations due to any reciaims or unexpected expenses. If a line of credit is secured, ACFP funds and property are not used as collateral.	\			Section 9.12	

47. Administrative expenses are specified in the budget and are allowable, reasonable, necessary, and appropriately documented.		Section 9.12		
48. Monthly expenditure records are maintained, and support claim(s) reviewed regarding food costs, non-food supply costs, labor costs, administrative costs, and non-expendable costs. (See attached ACFP Monthly Expenditures Worksheet and Allowable Food Cost Review Form).	✓	Sections 8.2, 8.3,9.6, 9.12	Y6111 does not add labor, and monitoring hours February's claim, and in general to monthly claim Provider will need to add labor force and monitoricosts to operating and administrative expenses.	ıs.
Comments: Program is very well managed by Super-	visor. Two issues	s will need corrections; p	ency is able to travel and stay at home orders have been lift provider will include case numbers to Meal Benefit Income Eligibility Form	1s.
Provider will report labor force a	nd monito	oring hours on	monthly claims. AHCA licenses up to date	∋ .
ACFP Representative: Lucila Gongor	a	Date: 6/1	11/2020	
Sponsor Representative:		Date: _		
ACFP Supervisor Review:		Date	te:	

1	STATEMENT	or Health Care Adminis r of DEFICIENCIES OF CORRECTION	tration (X1) PROVIDER/SUPPLIER/CLIA (DENTIFICATION NUMBER:	1	CONSTRUCTION	(X3) DATE I COMPL	
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AHCA Form 3020-0001 LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

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		AD12962093	B. WING		12/27/2019
NAME OF PI	ROVIDER OR SUPPLIER		DRESS, CITY, STA	ATE, ZIP CODE	
CARES			BUREN ST	2,500.2	
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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

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6698

(X6) DATE

TITLE



DEPARTMENT OF VETERANS AFFAIRS JAMES A. HALEY VETERANS HOSPITAL 13000 BRUCE B. DOWNS BLVD. TAMPA, FLORIDA 33612

June 3, 2019

Mary Stahl, Program Manager CARES Adult Day Services Center 12417 Clock Tower Pkwy Hudson, FL 34667

Dear Ms. Stahl:

This letter reports the findings of the annual survey of Crescent Center in Dade City by James A. Haley Veteran's Hospital conducted on May 23, 2019, by the following VA staff members:

Louis Abrams, RN

Nursing/Administration

Jamie Morgan, RD

Dietary

Dave Vasquez

Fiscal

Larry Horn

Fire/Safety

Elizabeth Provenzano, LCSW

Social Work

Kimberly Peatee, , CTRS

Recreational Therapy

All disciplines recommend approval of continued contracted services from Crescent Center for Adult Day Health Care. No deficiencies were noted on the Florida Adult Day Care Center survey tags. The team members agree that the center is managed to the highest standards. No recommendations or problems identified by any of the team members.

Thank you for the assistance that you provided to the team. We look forward to our continued relationship with your center. For questions please contact Elizabeth Provenzano, LCSW (813)972-2000 ext 7456.

Sincerely

OHARINIANO, SCOW)
Elizabeth Provenzano, LCSW

Non Institutional Care Coordinator

13000 Bruce B. Downs Blvd

Tampa, FL 33612

Phone (813)972-2000 ext 7456

Fax (813) 631-3156



DEPARTMENT OF VETERANS AFFAIRS JAMES A. HALEY VETERANS HOSPITAL 13000 BRUCE B. DOWNS BLVD. TAMPA, FLORIDA 33612

June 3, 2019

Mary Stahl, Program Manager CARES Adult Day Services Center 12417 Clock Tower Pkwy Hudson, FL 34667

Dear Ms. Stahl:

This letter reports the findings of the annual survey of Claude Pepper Senior Center in New Port Richey by James A. Haley Veteran's Hospital conducted on May 30,2019, by the following VA staff members:

Louis Abrams, RN

Nursing/Administration

Jamie Morgan, RD

Dietary

Dave Vasquez

Fiscal

Larry Horn

Fire/Safety

Elizabeth Provenzano, LCSW

Social Work

All disciplines recommend approval of continued contracted services from Claude Pepper for Adult Day Health Care. No deficiencies were noted on the Florida Adult Day Care Center survey tags. The team members agree that the center is managed well and the participants appear to enjoy their time at the center. The VA team found no discrepancies or issues to correct during this annual inspection.

Thank you for the assistance that you provided to the team. We look forward to our continued relationship with your center. For questions please contact Elizabeth Provenzano, LCSW (813)972-2000 ext 7456.

Sincerel

Elizabeth Provenzano, LCSW

ACOU

ELIZABETH Provenzano, LCSW

Non Institutional Care Coordinator

13000 Bruce B. Downs Blvd

Tampa, FL 33612

Phone (813)972-2000 ext 7456

Fax (813) 631-3156

Agency for Health Care Administration

Home and Community-Based Assessment Tool

Non-Residential Settings





TABLE OF CONTENTS

Section I – Presumptively Institutional

Section II – HCBS Characteristics

1. Community Integration

2. Respect, Rights, and Choice

3. Employment

Section III - Signatures

EVIEWER:	Reviewer Name:	Stephen Christian	
	Reviewer Contact Information:	tion: Stephen.christian@wellcare.com	
	Date of Review:	10:30 AM	
ROVIDER:	Name:	Cares (Community Aging and Retirement Services, Inc)	ices, Inc)
	Medicaid ID Number:		THE STATE ST
	Туре		1900
		□ Other -	
	Address:	6640 Van Buren Street, New Port Richey, FL 34653	.653
	County:	Pasco	THE PROPERTY AND ADDRESS OF THE PROPERTY ADDRESS OF THE PROPERTY AND ADDRESS OF THE PROPERTY ADDRE

VIDER TACT:	Name:	Trina Briner
	Telephone Number:	727 844 3077
	Email Address:	tbriner@caresfl.org

⊠ Urban □ Rural

Location:

T AND ADDRESS.	TO ANALY THE TOTAL PROPERTY OF THE TOTAL PRO	Non-Waiver Individuals:	
9	09	Waiver Recipients:	
Number of Direct Staff:	Setting Capacity:	Number of Individuals	Served:
FACILITY:			!

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HCBS Assessment Review Tool - Non-Residential Settings

All standards are in accordance with Title 42, Code of Federal Regulations, Section 441.301

SECTION I – PRESUMPTIVELY INSTITUTIONAL

Settings will receive a copy of the assessor's completed report, including findings of deficiency or non-compliance.

Settings that are determined to be presumptively institutional, may elect to have individualized intensified review by the State or its designee by submitting evidence that demonstrates that individuals receiving home and community-based services in the setting are integrated into the greater community in accordance with the HCB Settings Rule. These settings can also elect to coordinate with the State or its designee to implement a plan of remediation to come into compliance.

Assessors may utilize facility observation, individual file review, setting policy review, or individual interview to ensure that settings are compliant with HCBS requirements.

* Note: If the answer to any probing question in Section I is 'yes,' the setting is presumptively institutional. Please use the 'Comments' section to clarify answers where applicable.



y Comments						
etting nptively tional?			2 🗆		ON ON	
Is Setting Presumptive Institutiona			£ ⊠		YES .	
Probing Questions	Is the setting located in a nursing facility? Yes □ No ⊠	Is the setting located in an Institution for Mental Diseases (IMD)? Yes □ No 図	Is the setting located in an Intermediate Care Facility for individuals with intellectual or developmental disabilities (ICF/DD)? Yes □ No ☒	 Is the setting located in a hospital? Yes □ No ☒ 	Is the setting in a building on the grounds of or immediately adjacent to an IMD?	Is the setting in a building on the grounds of or immediately adjacent to an ICF/DD?
	ं	7	က်	4	-i	5
Presumptively Institutional Criteria	A. The Setting is located in a	building that is also a publicly or privately operated facility that	provides inpatient institutional treatment.		B. The setting is in a building on the grounds of, or immediately adjacent to,	a public institution.



Comments			
Is Setting Presumptively Institutional?		8 □	
Is Setting Presumptive Institutional		YES	
Probing Questions	 Does the design of the setting or model of service provision limit full access to the greater community, including with individuals not receiving Medicaid-funded HCBS? Yes □ No ☒ 	 Does the setting restrict individuals choice to receive services or to participate in activities outside of the setting? Yes □ No⊠ 	3. Is the setting located separate and apart from the broader community? Does the setting limit full access of individuals receiving Medicaid HCBS to the greater community, including opportunities to engage in community life equally to individuals not receiving Medicaid HCBS and in a way that is consistent with the individual's personcentered service plan? Yes □ No ☒
Presumptively Institutional Criteria	C. The setting has the effect	of isolating individuals receiving Medicaid HCBS from the broader community.	



HCBS Assessment Review Tool - Non-Residential Settings

All standards are in accordance with Title 42, Code of Federal Regulations, Section 441.301

SECTION II – HCBS CHARACTERISTICS

Settings will receive a copy of the assessor's completed report, including findings of deficiency or non-compliance.

Settings that are determined to be non-compliant may elect to have individualized intensified review by the State or its designee by submitting evidence that demonstrates that individuals receiving home and community-based services in Rule. These settings can also elect to coordinate with the State or its designee to implement a plan of remediation to the setting are integrated into the greater community and exercise autonomy, in accordance with the HCB Settings come into compliance.

Assessors may utilize facility observation, individual file review, setting policy review, or individual interview to ensure that settings are compliant with HCBS requirements. "Note: A federal standard is met when the answers to all probing questions related to that standard are 'yes.' Please use the 'Comments' section to clarify answers where applicable.



| 1. Community Integration

Comments			
andard Met?		<u> </u>	9 D
Standard Met?		YES ⊠	YES⊠
Probing Questions	 Are there supports for independent movement through the setting for individuals who need them (grab bars, ramps, and assistive doors)? 	Yes ⊠ No□ . Can individual of varying ambulatory needs access all common areas/hallways independently? Yes ⊠ No□	Is the setting within a community (comprised of social, religious, and occupational resources)? Yes ⊠ No □ Are HCBS recipients free to associate with non-recipients within the setting and in the community? Yes ⊠ No □ Yes ⊠ No □
	. Si	s,	
Federal Standard	1.1 The setting is traversable by the individuals it serves; it meets the needs of individuals who require supports.	Expectation: Individuals are able to make their way through the hallways, doorways, and common areas with or without assistive devices. Supports are available to individuals who require them.	1.2 The setting is located in the community and is equally accessible for individuals not receiving Medicaid HCBS. Expectation: Locations should be in community settings and access should be similar for those not receiving HCBS.



| 2. Rights/Respect/Choice

2.1 Individuals, or their delegate,	a. Is/are the individuals/chosen	Met?	Met?
are active participants in the development of, and updates to, the person-centered plan.	representative(s) aware of how to schedule a person-centered planning meeting? Yes ⊠ No □	YES	Q
	 b. Is there documentation to suggest that individuals/representatives were present during the last person-centered plan meeting? Yes ⊠ No □ 		
 2.2 Individual choices are accommodated, including: Option to keep their own money and control their own resources. Create their personal daily schedules (e.g., decide when to wake up or go to bed; go to the movies, the mall, religious events, etc.) May be employed outside of the setting. 	a. Does the setting make it easy for individuals to make choices about daily activities? Yes ⊠ No □ b. Does the setting offer individuals an easy way to select or change the person through which they receive their services? Yes ⊠ No □	YES	O _N



	•		
			<u> </u>
			⊠ KES
c. Does the setting encourage freedom of choice and autonomy in policy and practice? Yes ⊠ No □ d. Does the setting allow individuals to bring in personal resources such as money, food or other personal items? Yes ⊠ No □	e. Can individuals keep/control their own resources? Yes ⊠ No □	 a. Does the setting have a prearranged secure location for individuals' files both in policy and in practice? Yes ⊠ No □. 	 b. Does the setting's policy require that staff are trained to provide authorized services with respect for the individual's privacy, dignity, and free from restraint and coercion? Yes ⊠ No □
Meal options including where, when and with whom to eat. Expectation: Individuals have the right to live in an environment free from coercion where their choices are accounted for and nonored in accordance with the personsentered plan unless the individual's safety would be jeopardized.		2.3 Setting promotes an individual's ights of privacy, dignity, respect, and freedom from coercion and estraint.	Expectation: Confidential information about the ndividual should be maintained in a secure file with only appropriate staff provided access to this information.



c. Do staff converse with individuals while providing assistance/services and during the course of the day?	Yes ⊠ No □	d. Do staff address individuals in the manner they wish to be addressed?	Yes ⊠ No □		TO THE PARTY OF TH

anonymous complaint. Expectation: Information is available to individuals on how to file an anonymous complaint. Telephone numbers for the Agency Consumer Complaint Hotline, and the Abuse and Exploitation Hotline are posted in a common area of the setting. The photo individuals on how to file an anonymous complaint. Telephone numbers for the Agency Consumer Complaint Hotline are and Exploitation Hotline are accessible areas? The photo individuals on how to file an anonymous complaint. Telephone numbers for the Agency Consumer Complaints posted in a common area of the setting. Telephone numbers for the Agency Consumer Complaints posted in a common area of the setting. Telephone numbers for the Agency Consumer Complaints posted in obvious and accessible areas? Telephone numbers for the Agency Consumer Complaints posted in a common area of the setting. Telephone numbers for the Agency Consumer Complaints posted in a common area of the setting.	Federal Standard	Probing Questions	Standard Met?	ard 2	Comments
yes ⊠ No □ Yes ⊠ No □ b. Is information (in plain language) about filing complaints posted in obvious and accessible areas? Yes ⊠ No □	2.4 Individuals know how to file an anonymous complaint.				
b. Is information (in plain language) about ⊠ filing complaints posted in obvious and accessible areas? YES No □	Expectation: Information is available to individuals on				
Yes ⊠ No □	how to file an anonymous complaint. Telephone numbers for the Agency Consumer Complaint Hotline, and the Abuse and Exploitation Hotline are posted in a common area of the setting.	b. Is information (in plain language) about filing complaints posted in obvious and accessible areas?	YES	8 🗆	
		Yes ⊠ No □			,



2.5 Restrictions are identified, documented and based on the individual? a. Is there an updated person-centered plan individual. a. Is there an updated person-centered plan in place for the individual. documented and based on the individual? a. Is there an updated person-centered plan in place for the individual? b. Are restrictions documented on an individual. YES NO individual.		c. Does the setting have procedures to facilitate individuals receiving inform on how to file an anonymous compla an appropriate manner? Yes ⊠ No □	Does the setting have procedures to facilitate individuals receiving information on how to file an anonymous complaint in an appropriate manner? Yes ⊠ No □			
setting should not unduly b. Are restrictions documented on an YES individual basis with complete reasoning and evidentiary support?		. Is there an updated in place for the indiv	person-centered plan vidual?			
	setting should not unduly Iividual.	 Are restrictions doc individual basis with and evidentiary suply 	ocumented on an th complete reasoning pport? Vec ⊠ No □	YES ⊠	<u> </u>	



|| 3. Employment

ırd Comments ১	O _N	
Standard Met?	YES	
Probing Questions		Ves ⊠ No □
	s o	
Federal Standard	3.1 Setting assists individuals who wish to gain competitive employment and refers them to appropriate	resource(s). Expectation: The setting has a training program that aids individuals who wish to pursue employment in the community.

HCBS Assessment Review Tool - Non-Residential Settings

All standards are in accordance with Title 42, Code of Federal Regulations, Section 441.301

SECTION III – SIGNATURES

Each setting will receive a copy of the assessor's completed report, including findings of deficiency or noncompliance within ten (10) days of its on-site assessment.

individualized intensified review by the State or its designee by submitting and evidentiary packet or a plan of Settings that are determined to be presumptively institutional, or otherwise non-compliant, may elect to have http://ahca.myflorida.com/medicaid/Policy_and_Quality/Policy/federal_authorities/federal_waivers/rule.shtml. remediation. Templates for both are available on the State's web site at

Settings that fail to come in compliance within the timeline outlined in their plan of remediation will be ineligible to participate in the provision of HCBS to Florida Medicaid recipients.

Settings have 10 days to respond to their Managed Care Organization with plan of remediation

Trina Briner Setting Representative Name (printed): _ Setting Representative Signature:

oxtimes I certify that the information recorded in this document is true, valid, and accurate to the best of my knowledge.

🗵 I acknowledge that to continue to provide HCBS services to Medicaid recipients, an evidentiary packet or plan of remediation must be completed for this setting.

Reviewer Name (printed):

Reviewer Signature:

en Christian

AGENCY FOR HEALTH CARE ADMINISTRATION

PRINTED: 03/01/2019 FORM APPROVED

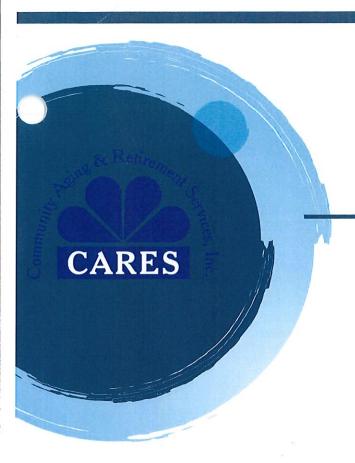
STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED	
	HH19967959	02/20/2019	
NAME OF PROVIDER OR SUPPLIER CARES	STREET ADDRESS, CITY, STATE, ZIP OF 12417 CLOCK TOWER PARKY HUDSON, FL 34667		
(FINDING	SUMMARY STATEMENT OF DEFICI BS PRECEDED BY TAGS AND REGULATORY ID		

0000 - INITIAL COMMENTS

An initial licensure survey was conducted at CARES, a home health agency located in Hudson, FL from 2/18/19 - 2/20/19.

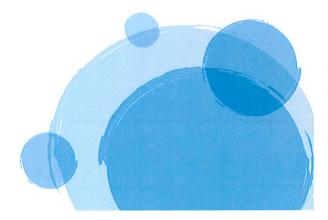
There were no deficiencies cited at CARES home health agency on the dates of the survey.

LICENSE # PENDING



CARES Letters of Support

Attachment VII





June 23, 2020

Ms. Jemith Rosa President/CEO Community Aging & Retirement Services, Inc. (CARES) 12417 Clock Tower Parkway Hudson, FL 34667

RE: Letter of Support CARES 2020 applications for Older Americans Act Grant Programs

Dear Ms. Rosa

Pasco County Senior Services (PCSS) is pleased to provide this letter of support for CARES application for the 2020 Grant Proposal under the Older American's Act programs.

The purpose of this letter is to offer our experience with CARES as it pertains to the agency's management capabilities, accountability of funds, and provision of services. PCSS has partnered with CARES for over forty years, most recently working alongside with them in providing meal service to vulnerable Community Care for the Elderly clients in Pasco County. CARES also has successfully partnered with us in using our senior centers as places to hold evidence-based fitness classes to seniors.

We wholeheartedly support the continuation of these services and urge the Area Agency on Aging of Pasco-Pinellas, Inc. to give favorable approval to the 2020 Older American's Act application submitted by Pasco County Senior Services.

Sincerely,

Thomas Snee, Manager

Pasco County Senior Services

Thomas on open

TS/jb



June 29, 2020

POST OFFICE BOX 276 • DADE CITY, FLORIDA 33526-0276

Jemith Rosa, President & CEO CARES 12417 Clock Tower Parkway Hudson, FL 34667

Dear Ms. Rosa.

It is an honor and a pleasure to work with you and your fine organization, no doubt the top senior services program in the Tampa Bay area. As you apply for funding available through the 2020 round of the Older Americans Act Grant program, please know that you have my full and unwavering support.

My relationship with *CARES* goes back 26 years to my earliest days as a member of the Florida Legislature, and has continued on during the nearly seven years since I became Pasco County's Tax Collector. I have worked closely with the Area Agency on Aging during those years to help ensure that *CARES* received its rightful share of funding for the outstanding services you provide.

Since becoming tax collector our office has designated *CARES* several times as a "Charity of the Month" due to the unique and creative programs you have that help meet the needs of senior citizens who live in our community. Whether it be meals for homebound seniors, development of the health care services program that ensures vulnerable seniors receive the medical attention they require, or the host of programs you offer at the various senior center locations throughout the county, you truly cover all the bases when it comes to serving our elderly population.

There can be no doubt that *CARES* deserves continued funding under the Older Americans Act Grant program. As stated before, I fully support your application. If you or anyone may have questions that I can answer please do not hesitate to contact me.

Yours truly,

Mike Fasano Tax Collector

MF/gg



SENIORS in SERVICE

GEARED UP TO SERVE

1306 W. Sligh Avenue Tampa, Florida 33604 Tel: (813) 932-5228 Fax: (813) 932-9604 www.seniorsinservice.org

June 30, 2020

Ms. Jemith Rosa President/CEO Community Aging & Retirement Services, Inc. (CARES) 12417 Clock Tower Parkway Hudson, FL 34667

Dear Jemith,

Seniors in Service of Tampa, Inc. is pleased to support your grant application for multiple senior services in Pasco County. We look forward to ongoing collaboration with Community Aging & Retirement Services, Inc. (CARES) to promote quality of life and independence for older adults.

Seniors in Service of Tampa Bay is a non-profit organization that has been serving seniors and adults with disabilities throughout the Tampa Bay community since 1984. Our mission is to provide solutions to community challenges by engaging volunteers aged 55+. Engaging volunteers is our specialty. Our services help at-risk elders age in place so they can live independently, with dignity. Our senior-aged volunteers also benefit by staying active and purposeful, delaying their own need for services.

CARES is recognized for providing high-quality services to meet the needs of older persons and their families in Pasco County. CARES promotes quality of life and independence for adults through health, social, and supportive services by partnering with health professionals, families, volunteers, donors and businesses who want elders to age positively and with dignity.

Seniors in Service strongly supports CARES in your efforts to expand and enhance support for seniors. Your agency's management capabilities, accountability of funds and provision of services are made evident through your ongoing successful outcomes and tremendous community impact. Your dedication to collaboration and partnership have helped Seniors in Service expand our services to help seniors in Pasco County. We value your personal involvement on our Seniors in Service Board of Directors, enabling us to benefit from your leadership. We are committed to our ongoing partnership, engaging Pasco residents as volunteers to help CARES and other agencies that serve seniors. We are hopeful that you will be awarded grant funding for this important work.

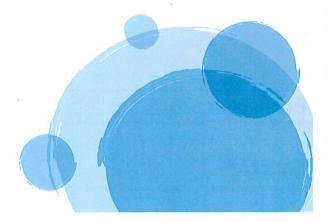
Sincerely,

Robin Ingles, CEO



Audited Financial Statement

Attachment VIII



FINANCIAL STATEMENTS AND INDEPENDENT AUDITORS' REPORTS COMMUNITY AGING AND RETIREMENT SERVICES, INC.

December 31, 2019

TABLE OF CONTENTS

Independent Auditors' Report	3 - 4
Financial Statements	
Statement of Financial Position	5
Statement of Activities and Changes in Net Assets Statement of Functional Expenses	6 7 8
Statement of Cash Flows	/ 8
Notes to Financial Statements	9 - 16
Supplementary Information	17
Schedule of Expenditures of State Financial Assistance	18
Notes to Schedule of Expenditures of State Financial Assistance	19
Schedule of Functional Expenses by Service	20 - 22
Compliance Reports	23
Independent Auditors' Report on Internal Control Over Financial	
Reporting and on Compliance and Other Matters Based on an Audit	
of Financial Statements Performed in Accordance with Government Auditing Standards	24 - 26
Independent Auditors' Report on Compliance for Each Major State	24 - 20
Project and Report on Internal Control Over Compliance Required by	
Chapter 10.650, Rules of the Auditor General	27 - 29
Schedule of Findings and Questioned Costs	30 - 31



Member

American Institute of Certified Public Accountants Florida Institute of Certified Public Accountants

Herman V. Lazzara Marc D. Sasser Sam A. Lazzara Kevin R. Bass

Jonathan E. Stein

Stephen G. Douglas Michael E. Helton Christopher F. Terrigino James K. O'Connor David M. Bohnsack

Richard B. Gordimer, of Counsel

Cesar J. Rivero, in Memoriam (1942-2017)

INDEPENDENT AUDITORS' REPORT

The Board of Directors
Community Aging and Retirement Services, Inc.

Report of the Financial Statements

We have audited the accompanying financial statements of Community Aging and Retirement Services, Inc. (a nonprofit organization), which comprise the statement of financial position as of December 31, 2019, and the related statements of activities and changes in net assets, functional expenses and cash flows for the year then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statement

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Community Aging and Retirement Services, Inc. as of December 31, 2019, and the changes in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Other Matters

Other Information

Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying schedule of expenditures of state financial assistance as required by Chapter 10.650, *Rules of the Auditor General* is presented for additional analysis and is not a required part of the basic financial statements. Additionally, the accompanying schedule of functional expenses by services as required by the Department of Elder Affairs (DOEA) is presented for additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the financial statements as a whole.

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated April 20, 2020 on our consideration Community Aging and Retirement Services, Inc.'s internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of Community Aging and Retirement Services, Inc.'s internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Community Aging and Retirement Services, Inc.'s internal control over financial reporting and compliance.

Buico, Dordiner & Company, O.A.

Tampa, Florida April 20, 2020

STATEMENT OF FINANCIAL POSITION

December 31, 2019

ASSETS

Current Assets	
Cash	\$ 79,620
Accounts receivable	43,277
Grants receivable	336,448
Current portion note receivable	250,000
Prepaid assets and deposits	8,061
Total curent assets	717,406
Property and equipment, net	2,040,612
Non-current portion of note receivable	200,000
Beneficial interest in assets held by others	98,245
Total assets	\$ 3,056,263
LIABILITIES AND NET ASSETS	
Current liabilities	
Accounts payable	\$ 136,177
Accrued expenses and other liabilties	85,805
Current portion of notes payable	28,559
Line of credit	149,933
Deferred revenue	3,863
Total current liabilities	404,337
Notes payable, noncurrent portion	765,434
Total liabilities	1,169,771
Net assets	
Without donor restrictions	1,886,492
With donor restrictions	14
Total net assets	1,886,492
Total liabilities and net assets	\$ 3,056,263

STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS

For the year ended December 31, 2019

Revenues and support	
Grant revenue	\$ 2,184,657
Program service fees	486,265
Contributions	885,328
Special events, net of direct expenses of \$36,460	59,647
In-kind contributions	1,629
Investment income	14,932
Total revenues and support	3,632,458
Expenses	
Program services	
Adult day care	416,504
Care managed services	1,717,040
Skilled care	10,130
Senior centers	969,166
Senior health clinic	74,292_
	3,187,132
Support Services	
Management and general	287,587
Fund raising	13,849_
	301,436
Total expenses	3,488,568
Increase in net assets from operations	143,890
Non-operating income	
Sale of Medicare license	950,000
Increase in net assets	1,093,890
Net assets at beginning of year	792,602
Net assets end of year	\$ 1,886,492

STATEMENT OF FUNCTIONAL EXPENSES

For the year ended December 31, 2019

						Program Services	Service	se						Support Services	rvices		
			Ça	Care Managed					Sen	Senior Health			Na	Management	Fund		
	Adul	Adult Day Care		Services	Skil	led Care	Senic	Senior Centers		Clinic		Total	and	and General	Raising	Total Expenses	es
Personnel	↔	382,878	↔	1,592,853	€	4,931	↔	212,039	€9	39,184	€	2,231,885	49	221.296	\$ 7.804	\$ 2.460.985	35
Travel		3,252		37,346		2,208		116,674		1,087		160,567		,	. 10		77
Communications		604		5,090		629		51,966		120		58,439		4,502	•	62,941	<u>_</u>
Printing and supplies		208		6,707		1		5,092		491		12,498		3,459	221	16,178	82
Maintenance and repair		569		6,525		1		74,956		t		82,050		6,628	1	88,678	82
Contract services		8,138		9,018		2,174		18,658		22,889		60,877		7,601	1	68,478	82
Special events		1		96		1		5,332		r		5,428		93	E	5,521	~
Advertising		•		875		158		16,270		•		17,303		898	2,908	21,109	ဓ
Insurance		1		2,305		1		49,098		•		51,403		1		51,403	33
Program supplies		17,323		15,333		•		43,012		2,502		78,170		ţ	106	78,276	92
Utilities		•		•		r		68,052		ı		68,052		ŀ	1	68,052	22
Professional fees		171		26,319		•		55,374		348		82,212		9,054	J	91,266	99
Finance costs and taxes		87		201		1		67,405		1		67,693		1	ı	67,693	23
Other costs		3,274	_	14,372		1		79,816		1,570		99,032	•	33,880	2,800	135,712	2
Depreciation		1		f		1		105,422		6,101		111,523		176		111,699	တ္ထ
Total expenses	s	416,504	မာ	416,504 \$ 1,717,040 \$	æ	10,130	69	969,166	€>	74,292	⇔	\$ 3,187,132	ક	287,587	\$ 13,849	\$ 3,488,568	88

The accompanying notes are an integral part of this financial statement.

STATEMENT OF CASH FLOWS

For the year ended December 31, 2019

Cash flows from operating activities		
Increase in net assets	\$	1,093,890
Adjustments to reconcile increase in net assets		
to cash provided by operating activities		
Donated land		(325,000)
Depreciation		111,699
Sale of Medicare license		(950,000)
Decrease in accounts receivable		42,888
Increase in grants receivable		(3,316)
Decrease in prepaid and other assets		1,107
Net Increase in beneficial interest held by others		(10,404)
Decrease in accounts payable and accrued expenses		(325,846)
Increase in deferred revenues	£	3,863
Net cash used by operating activities		(361,119)
Cash flows from investing activities		
Purchase of property and equipment		(30,000)
Payments on notes receivable from sale of Medicare license		500,000
Net cash provided by investing activities		470,000
Cash flows from financing activities		
Proceeds from note payable		30,000
Principal payments on notes payable		(97,820)
Net proceeds from line of credit		(100,000)
Net cash used by financing activities		(167,820)
Net decrease in cash		(58,939)
Cash at beginning of year		138,559
Cash at end of year	\$	79,620
Supplemental cash flow information	•	T4 400
Cash paid during the year for interest	\$	51,186
Cash paid during the year for taxes	\$	100

NOTES TO THE FINANCIAL STATEMENTS

December 31, 2019

NOTE A - NATURE OF THE ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

A description of the organization and a summary of the significant accounting policies consistently applied in the preparation of the accompanying financial statements follows:

1. Background Information

Community Aging and Retirement Services, Inc. ("CARES") is a tax exempt, Florida not-for-profit corporation organized for the purpose of development, delivery and coordination of high-quality programs and services which are responsive to the needs of adults and older persons residing in Pasco County, Florida. CARES currently conducts its operations through one program office, two enrichment centers, two adult day care centers and one senior health clinic.

2. Basis of Accounting

These financial statements, which are presented on the accrual basis of accounting, have been prepared to focus on CARES as a whole and to present revenue, expenses, and net assets based on the existence or absence of donor-imposed restrictions. Accordingly, net assets and changes therein are classified as follows:

- With Donor Restrictions Net assets with donor restrictions are net assets subject to donor-imposed stipulations that may be fulfilled by actions of CARES to meet the stipulations, that may become undesignated by the passage of time, or that require net assets to be permanently maintained, thereby restricting the use of principal.
- Without Donor Restriction Net assets without donor restrictions are net assets not subject to donor-imposed restrictions or the donor-imposed restrictions have expired. These net assets are available for use at the discretion of the Board of Directors (the Board) and/or management for general operating purposes.

3. Change in Accounting Principle

During 2019, CARES adopted ASU 2018-08, Clarifying the scope of the Accounting Guidance for Contributions Received and Contributions made as well as ASU 2014-09 Revenue from Contracts with Customers. The corporation adopted ASU 2018-08 and 2014-09 using the retrospective method. The adoption of these standards did not result in significant changes to the organization's accounting policies or impact its financial position, results of operations or cash flows. As such, prior period financial statements were not restated and there was no cumulative effect adjustment upon adoption.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE A - NATURE OF THE ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - Continued

4. Liquidity

Assets and liabilities are presented in the accompanying statement of financial position according to their nearness of conversion to cash and, their maturity and resulting use of cash, respectively. See note B.

5. Use of Estimates

The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America ("GAAP") requires management to make estimates and assumptions that affect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.

6. Cash and Cash Equivalents

CARES considers all highly liquid debt instruments and securities purchased with a maturity of three months or less to be cash equivalents. There are no cash equivalents at December 31, 2019.

7. Concentrations of Credit Risk

Financial instruments that potentially subject CARES to concentrations of credit risk are primarily cash and accounts receivable. CARES' cash deposits are placed in financial institutions which at times may exceed the Federal Deposit Insurance Corporation (FDIC) coverage. CARES has not experienced any losses in its cash accounts and does not believe it is exposed to any significant credit risks related to uninsured amounts.

8. Accounts Receivable and Allowance of Doubtful Accounts

Accounts receivable are stated at the amount management expects to collect from outstanding balances, less estimated contractual adjustments related to agreements with third-party payers. Accounts receivable are reviewed for write off after 180 days and analysis of collection efforts. Management provides for probable uncollectible amounts through a charge to expense and a credit to an allowance based on prior bad debt experience and a review of existing receivables. Balances that remain outstanding after management has used reasonable collection efforts are written off. There was no allowance deemed necessary for the year ended December 31, 2019.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE A - NATURE OF THE ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - Continued

9. Grant Revenue and Receivables

Grant revenue is received from federal, state and local sources. Grant revenue is recorded based upon the terms of the grantor allotment, which generally provides that revenues are earned when the allowable costs of the specific grant provisions have been incurred or such services have been rendered. Such revenues are subject to audit by the grantor, and if the examination results in a deficiency of allowable expenses, CARES would be required to refund any deficiencies.

10. Property and Equipment

Property and equipment are stated at cost and depreciated using the straight-line method over estimated useful lives ranging from 5 to 30 years. It is CARES' policy that maintenance and repairs are charged to expense as incurred. Additions and improvements exceeding \$1,000 and with a useful life of over one year are capitalized. Donated property and equipment are recorded at fair value at the date of the gift.

11. Contributions

Contributions received are recorded as net assets with donor restrictions or net assets without donor restrictions, depending on the absence or existence and nature of any donor restrictions. Contributions received that are designated for future periods or restricted by the donor for specific purposes are reported as net assets with donor restrictions, which increases that class of net assets. When a restriction expires, net assets with donor restrictions are released to net assets without donor restrictions and reported in the statement of activities as net assets released from restrictions.

12. Donated Services and Materials

Donated services are recorded at their estimated fair value if the services received create or enhance non-financial assets or the services require specialized skills, are provided by individuals possessing those skills, and would typically need to be purchased if not provided by donation.

13. Functional Allocation of Expenses

The statement of functional expenses presents expenses by function and natural classification. Expenses directly attributable to a specific functional area of CARES are reported as expenses of those functional areas. Expenses that benefit multiple functional areas have been allocated across programs, general and administrative, and fundraising expenses based on the proportion of employee time involved.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE A - NATURE OF THE ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - Continued

14. Income Taxes

CARES has been recognized as exempt from federal income taxes under Section 501(c)(3) of the Internal Revenue Code. Therefore, no provision for income taxes has been presented in these financial statements. CARES has not reported any unrelated business income; however, such status is subject to final determination upon examination, if any, of the related income tax returns by appropriate taxing authorities.

CARES is not aware of any tax positions it has taken that are subject to a significant degree of uncertainty. Tax years after December 31, 2015 remain subject to examination by federal and state taxing authorities.

15. Advertising

CARES expenses all media advertising as incurred. Advertising expense totaled \$20,691 for the year ended December 31,2019.

NOTE B - LIQUIDITY AND AVAILABILITY OF RESOURCES

Financial assets, without donor or other restrictions limiting their use, available for general expenditures within one year of the statement of financial position date comprise the following at December 31, 2019:

Cash	\$ 79,620
Accounts receivable	43,277
Grants receivable	336,448
Current portion of note receivable	250,000
Amount available from spending policy of	
beneficial interest in assets held by others	 4,912
Total financial assets available within one year	\$ 714,257

CARES maintains a policy of structuring its financial assets to be available as its general expenditures, liabilities, and other obligations come due. Should the need arise, CARES has the ability to draw additional amounts from their beneficial interest in assets held by others as long as they meet certain contractual requirements. Additionally, CARES maintains a line of credit to help manage its liquidity needs. See Note E.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE C - BENEFICIAL INTEREST IN ASSETS HELD BY OTHERS

CARES has established an agency fund with the Community Foundation of Tampa Bay ("Community Foundation") for the benefit of CARES. The assets are pooled by the Community Foundation into a larger investment fund. CARES' agency fund is valued on a pro-rata share of the Community Foundation's total investment fund and as such, is considered a level 3 financial instrument in accordance with fair value accounting standards. Level 3 financial instruments are not actively traded on a market exchange and include the situations where there is little, if any, market activity for the financial instrument. Values of level 3 financial instruments are determined using significant unobservable inputs or valuation techniques.

Balance at January 1, 2019	\$ 87,841
Realized and unrealized gains (losses)	13,969
Interest and dividend income, net of fees of \$845	827
Contributions received	-
Grants paid	 (4,392)
Balance at December 31, 2019	\$ 98,245

The Community Foundation maintains the Community Aging and Retirements Services, Inc-Designated Fund to benefit CARES. This investment account is not considered an asset of CARES and therefore is not included in these financial statements. The value of this investment account held for the benefit of CARES by the Community Foundation was \$26,418 as of December 31, 2019.

NOTE D - PROPERTY AND EQUIPMENT

Property and equipment consist of the following at December 31, 2019:

Land	\$	575,000
Buildings		2,362,503
Leasehold improvements		394,038
Furniture and equipment		258,389
Vehicles		131,845
		3,721,775
Less accumulated depreciation		(1,681,163)
	<u> \$ </u>	2,040,612

Depreciation expense was \$111,699 for the year ended December 31, 2019.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE E - LINE OF CREDIT

CARES maintains a \$250,000 line of credit with a financial institution. The line of credit is due on demand and bears interest at the Wall Street Journal prime rate plus one percent (6.5% at December 31, 2019). The balance outstanding on this line of credit at December 31, 2019 was \$149,933. The line of credit is collateralized by the Crescent Senior Enrichment Center and the Rao Musunuru MD Senior Enrichment Center.

239,822

524,171

NOTE F - NOTES PAYABLE

Notes Payable consist of the following at December 31, 2019:

Mortgage note payable to bank, interest of 4.20%. Monthly
principle and interest payments of \$1,612, with balloon payment
due August 2027. Collateralized by a mortgage on the Crescent
Senior Enrichment Center, which has a net book value of
\$581,868 at December 31, 2018.
Mortgage note payable to bank, interest of 4.20%. Monthly

Mortgage note payable to bank, interest of 4.20%. Monthly principle and interest payments of \$3,534, with balloon payment due July 2027. Collateralized by a mortgage on the Rao Musunuru MD Senior Enrichment Center, which has a net book value of \$643,547 at December 31, 2018.

\$30,000 mortgage note payable, provided by Pasco County, Florida, in accordance with conditions of the Community Development Block Grant (CDBG) program. The mortgage bears no stated interest rate or principal repayment and all amounts due will be deferred and fully forgiven in June 2049, so long as CARES complies with the program provisions.

CARES complies with the program provisions. 30,000

Total notes payable 793,993

Less current portion of notes payable (28,559)

Notes payable, noncurrent portion \$765,434

14

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE F - NOTES PAYABLE - Continued

Maturities of notes payable are as follows:

Year ending December 31,

2020	\$ 28,559
2021	29,708
2022	31,088
2023	32,131
2024	33,112
Thereafter	 639,395
	\$ 793,993

NOTE G - CONTIGENCIES

CARES participates in federal and state government grant programs, the expenditures for which are subject to audit from the respective funding agencies. Upon examination, expenditures could be disallowed, and refunds required. CARES has not been notified that any such audits are forthcoming and is not aware of any expenditures for which such allowances or refunds would be required by funding agencies.

During the year ended December 31, 2019, approximately 50% of revenues were received indirectly from the State of Florida, Department of Elder Affairs.

NOTE H - NOTE RECEIVABLE

During the year ended December 31, 2019, CARES entered into a contract to sell its Medicare license to a private entity for \$950,000. CARES received \$500,000 from the sale of the license in April 2019, with \$250,000 due January 2020 and \$200,000 due April 2021. The note receivable bears no interest.

NOTE I - SUBSEQUENT EVENTS

Management has evaluated events and transactions occurring subsequent to December 31, 2019 as of April 20, 2020, which is the date the financial statements were available to be issued.

In December 2019, an outbreak of a novel strain of coronavirus (COVID-19) originated in Wuhan, China and has since spread to other countries, including the United States of America. In March 2020, COVID-19 was declared a pandemic by the World Health Organization. In addition, the United States of America and the State of Florida have declared a state of emergency in response to the pandemic. CARES is currently being impacted through temporary closures of adult day care facilities and reduced services to at risk clients. It is expected that these impacts may continue for some time. The full financial impact cannot be reasonably estimated at this time.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE I - SUBSEQUENT EVENTS - Continued

In April 2020, CARES applied for approximately \$498,000 advance under the U.S. Small Business Administration (SBA) *Payroll Protection Program ("PPP")*, which has received preliminary approval by the SBA. Management expects the advance to be fully forgiven under the terms of the PPP in July 2020.

SUPPLEMENTARY INFORMATION

SCHEDULE OF EXPENDITURES OF STATE FINANCIAL ASSISTANCE

For the year ended December 31, 2019

State Grantor Program or Cluster Title	State CSFA#	Pass-through Entity Identifying Number	otal State penditures	 sfers to ecipients
State Agency State of Florida Department of Elder Affairs				
Indirect Programs Passed through Area Agency on Aging of Pasco-Pinellas, Inc.				
Community Care for the Elderly	65.010*	ECO018-CARES & ECO019-CARES	\$ 922,001	\$ -
Alzheimer's Respite Services	65.004	EZ018-CARES & EZ019-CARES	263,507	-
Home Care for the Elderly	65.001	EH018-CARES & EH019-CARES	69,356	~
Local Services Programs	65.009	EL017-CARES-2019 & EL018-CARES-ADC	 134,633	.
Total State of Florida Department of Elder Af	fairs		1,389,497	
Total expenditures of state financial assist	ance		\$ 1,389,497	\$ -

^{*} Denotes major project

NOTES TO SCHEDULE OF EXPENDITURES OF STATE FINANCIAL ASSISTANCE

December 31, 2019

NOTE A - BASIS OF PRESENTATION

The accompanying Schedule of Expenditures of State Financial Assistance (the "Schedule") includes the State project activity of CARES under programs of the State of Florida for the year ended December 31, 2019. The information in this Schedule is presented in accordance with the requirements of Chapter 10.650, *Rules of the Auditor General*. Because the Schedule only presents a selected portion of the operations of CARES, it is not intended to and does not present the financial position, changes in net assets, or cash flows of CARES.

NOTE B - BASIS OF ACCOUNTING

Expenditures reported on the Schedule are reported on the accrual basis of accounting

NOTE C - CONTINGENCIES

These State projects are subject to financial and compliance audits by grantor agencies, which, if instances of material noncompliance are found, may result in disallowed expenditures, and affect CARES continued participation in specific projects. The amount of expenditures which may be disallowed by grantor agencies cannot be determined at this time, although CARES expects such amounts, if any, to be immaterial.

NOTE D - INDIRECT COSTS

CARES did not allocate costs to the state financial assistance project. All costs charged to the project were direct costs.

SCHEDULE OF FUNCTIONAL EXPENSES BY SERVICE

For the year ended December 31, 2019

DOEA FUNDED SERVICES

	Adult	Adult Day Care	— □ □ □	III-D Chronic Disease	III-D Dia Mana	III-D Diabetes Self Management	III-D Healthy Eating	althy	III-D C Pain Se	III-D Chronic Pain Self Mgmt	III-D R	III-D Matter of Balance	III-D Living	III-D Active Living Everyday
Personnel	↔	382,878	↔	14,349	↔	17,443	↔	3,175	↔	19,749	↔	13,300	↔	8,551
Travel		3,252		92		184		26		211		9		109
Communications		604		ı		1		1		1		ī		į t
Printing and supplies		208		ဖ		7		_		တ		00		ო
Maintenance and repair		569		1		ı		E		•		ľ		
Contract services		8,138		275		333		61		378		735		163
Special events		1		•		ı		E		,		•		1
Advertising		I		1		1		ŧ		٠		•		•
Insurance		1		1		1		1		,		t		ı
Program supplies		17,323		7-		20		4		25		23		ത
Utilities		•		•		ı		1		I		ì		1
Professional fees		171		1		1		ı		•		1		ı
Finance costs and taxes		87		1		1		ŧ		•		ı		٠
Other costs		3,274		ı		ı		1		ı		1		1
Depreciation		•		t		1		1		1		-		ı
Program direct costs		416,504		14,739		17,987	•	3,267		20,372		14,130		8,835
Allocation of admin costs		166,842		2,555		2,942		1,137		3,239		2,430		1,814
Total expenses	မာ	583,346	€9	17,294	69	20,929	69	4,404	s	23,611	κ ν	16,560	ισ	10,649
Units of service		30,368		8		12		4				29		8
Unit cost	છ	19	s	2,162	€	1,744	φ	1,101	€	2,146	မာ	571	·	1,331

SCHEDULE OF FUNCTIONAL EXPENSES BY SERVICE - CONTINUED

For the year ended December 31, 2019

DOEA FUNDED SERVICES

	Wellne	III-D Health Wellness Tai-Chi	Hon	Homemaker	Pers	Personal Care	Res	Respite Care	Comp	Companionship		Escort	Enhan	Enhanced Chore
Personnel	₩	20,843	↔	533,038	↔	192,926	↔	109,889	↔	43,731	₩	4,946	↔	23,297
Travel		5,246		13,212		763		49		53		ო		1
Communications		910		3,089		21		18		ဖ		,		1
Printing and supplies		737		1,276		33		33		33		33		,
Maintenance and repair		212		1,028		121		101		35		<u>.</u> 1		
Contract services		7,241		13,205		4,281		2,736		1,039		06		115
Special events		ı		1		ı		1				J		
Advertising		1		420		•		•		1		ŧ		i
Insurance		ı		ţ		ı		ı		,		ı		•
Program supplies		357		5,489		203		169		58		•		,
Utilities		i		F		1		1		1		,		1
Professional fees		1		23,695		773		644		225		r		٠
Finance costs and taxes		158		43		ı				1		•		1
Other costs		2,612		7,391		10		თ		က		•		ı
Depreciation		•		•		1		•		J		•		1
Program direct costs		38,316		601,886		199,131		113,648		45,183		5,073		23,412
Allocation of admin costs		3,409	ļ	163,211		49,060		34,342		13,129		588		2,609
Total expenses	ω	41,725	↔	765,097	·Ω	248,191	မှ	147,990	சு	58,312	ь	5,661	છ	26,021
Units of service		24		22,393		3,234		11,643		1,075		16		476
Unit cost	\$	1,739	ઝ	34	↔		ક્ક	13	€	54	(A	354	æ	55

SCHEDULE OF FUNCTIONAL EXPENSES BY SERVICE - CONTINUED

For the year ended December 31, 2019

DOEA FUNDED SERVICES

	Ma	Case Management	ర	Case Aide		Chore	5 4	TOTAL DOEA FUNDED PROGRAMS	N	Non-DOEA	Tota	Total Expenses
Personnel	↔	296,068	θ	120,270	↔	171,278	₩	1,975,731	€	485,254	↔	2,460,985
Travel		12,744		2,236		2,354		40,598		119,979		160,577
Communications		202		7		528		5,694		57,247		62,941
Printing and supplies		2,425		1,515		588		6,915		9,263		16,178
Maintenance and repair		1,175		t		4,065		7,306		81,372		88,678
Contract services		5,149		2,178		3,369		49,486		18,992		68,478
Special events		96		1		1		96		5,425		5,521
Advertising		ı		1		37		457		20,652		21,109
Insurance		i		1		2,305		2,305		49,098		51,403
Program supplies		1		ı		8,958		32,656		45,620		78,276
Utilities		1		Ī		1		1		68,052		68,052
Professional fees		971		•		1		26,479		64,787		91,266
Finance costs and taxes		1		1		ı		288		67,405		67,693
Other costs		1,175		1,109		571		16,154		119,558		135,712
Depreciation		E								111,699		111,699
Program direct costs		320,310		127,319		194,053		2,164,165		1,324,403		3,488,568
Allocation of admin costs		86,054		34,764		40,391		608,516		(608,516)		
Total expenses	မှ	406,364	ഗ	162,083	6	234,444	↔	2,772,681	8	715,887	မာ	3,488,568
Units of service		7,650		4,878		3,620						
Unit cost	↔	53	↔	33	s	65						

COMPLIANCE REPORTS

INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS

COMMUNITY AGING AND RETIREMENT SERVICES, INC.

December 31, 2019





Member American Institute of Certified Public Accountants Florida Institute of Certified Public Accountants

Herman V. Lazzara Marc D. Sasser Sam A. Lazzara Kevin R. Bass Jonathan E. Stein

Stephen G. Douglas Michael E. Helton Christopher F. Terrigino James K. O'Connor David M. Bohnsack

Richard B. Gordimer, of Counsel Cesar J. Rivero, in Memoriam (1942-2017)

INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS

To the Board of Directors Community Aging and Retirement Services, Inc.

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of Community Aging and Retirement Services, Inc. (a nonprofit organization"), which comprise the statement of financial position as of December 31, 2019, and the related statements of activities and changes in net assets and cash flows for the year then ended, and the related notes to the financial statements, and have issued our report thereon dated April 20, 2020.

Internal Control Over Financial Reporting

In planning and performing our audit of the financial statements, we considered Community Aging and Retirement Services, Inc.'s internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of Community Aging and Retirement Services, Inc.'s internal control. Accordingly, we do not express an opinion on the effectiveness of Community Aging and Retirement Services, Inc.'s internal control.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A material weakness is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented or detected and corrected on a timely basis. A significant deficiency is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charges with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

Compliance and Other Matters

As a part of obtaining reasonable assurance about whether Community Aging and Retirement Services, Inc.'s financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the entity's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Community Aging and Retirement Services, Inc.'s internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

Buies Dordines & Company, O.A

Tampa, Florida April 20, 2020 INDEPENDENT AUDITORS' REPORT ON COMPLIANCE FOR EACH MAJOR STATE PROJECT AND REPORT ON INTERNAL CONTROL OVER COMPLIANCE REQUIRED BY STATE OF FLORIDA CHAPTER 10.650, RULES OF THE AUDITOR GENERAL

COMMUNITY AGING AND RETIREMENT SERVICES, INC.

December 31, 2019



Membe

American Institute of Certified Public Accountants Florida Institute of Certified Public Accountants

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INDEPENDENT AUDITORS' REPORT ON COMPLIANCE FOR EACH MAJOR STATE PROJECT AND REPORT ON INTERNAL CONTROL OVER COMPLIANCE REQUIRED BY STATE OF FLORIDA CHAPTER 10.650, RULES OF THE AUDITOR GENERAL

The Board of Directors Community Aging and Retirement Services, Inc. Hudson, Florida:

Report on Compliance for Each Major State Project

We have audited Community Aging and Retirement Services, Inc.'s compliance with the types of compliance requirements described in the Department of Financial Services' *State Projects Compliance Supplement*, that could have a direct and material effect on each of Community Aging and Retirement Services, Inc.'s major state projects for the year ended December 31, 2019. Community Aging and Retirement Services, Inc.'s major state projects are identified in the summary of auditor's results section of the accompanying schedule of findings and questioned costs.

Management's Responsibility

Management is responsible for compliance with state statutes, regulations, and the terms and conditions of its state projects applicable to its state projects.

Auditors' Responsibility

Our responsibility is to express an opinion on compliance for each of Community Aging and Retirement Services, Inc.'s major state projects based on our audit of the types of compliance requirements referred above. We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; and Chapter 10.650, *Rules of the Auditor General*. Those standards and Chapter 10.650, *Rules of the Auditor General* require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above and that could have a direct and material effect on a major state project occurred. An audit includes examining, on a test basis, evidence about Community Aging and Retirement Services, Inc.'s compliance with those requirements and performing such other procedures as we considered necessary in the circumstances.

We believe that our audit provides a reasonable basis for our opinion on compliance for each major state project. However, our audit does not provide a legal determination of Community Aging and Retirement Services, Inc.'s compliance.

Opinion on Each Major State Project

In our opinion, Community Aging and Retirement Services, Inc. complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major state projects for the year ended December 31, 2019.

Report on Internal Control Over Compliance

Management of Community Aging and Retirement Services, Inc. is responsible for establishing and maintaining effective internal control over compliance with the types of compliance requirements referred to above. In planning and performing our audit of compliance, we considered Community Aging and Retirement Services, Inc.'s internal control over compliance with the types of requirements that could have a direct and material effect on each major state project to determine the auditing procedures that are appropriate in the circumstances for the purpose of expressing an opinion on compliance for each major state project and to test and report on internal control over compliance in accordance with the Chapter 10.650, *Rules of the Auditor General*, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of Community Aging and Retirement Services, Inc's internal control over compliance.

A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a state project on a timely basis. A material weakness in internal control over compliance is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a state project will not be prevented, or detected and corrected, on a timely basis. A significant deficiency in internal control over compliance is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a state project that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses may exist that have not been identified.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Chapter 10.650, *Rules of the Auditor General.* Accordingly, this report is not suitable for any other purpose.

Buies, Gordiner & Company, O.A

Tampa, Florida April 20, 2020 SCHEDULE OF FINDINGS AND QUESTIONED COSTS

COMMUNITY AGING AND RETIREMENT SERVICES, INC.

For the year ended December 31, 2019

SCHEDULE OF FINDINGS AND QUESTIONED COSTS

For the year ended December 31, 2019

Section I - Summary of Auditors' Results

r	·ınaı	ncial	Statements

Type of auditors' report issued on whether the financia statements were prepared in accordance with GAA	
Internal control over financial reporting: Material weakness(es) identified? Significant deficiency(ies) identified?	yes X no yes X none reported
Noncompliance material to financial statements noted?	yes X no
State Projects	
Internal control over major projects: Material weakness(es) identified? Significant deficiency(ies) identified?	yes X no yes X none reported
Type of auditors' report issued on compliance for major projects:	Unmodified
Any audit findings disclosed that are required to be rep in accordance with Chapter 10.656, Rules of the Auditor General?	ortedyes _X_no
Identification of major state project:	
CSFA Number	Name of State Project
65.010	Community Care for the Elderly
Dollar threshold used to distinguish between type A and type B programs - State projects:	\$ 415,785
Section II - Financial Statement Findings	
No matters were reported for the year ended Decen	nber 31, 2019.
Section III - State Financial Assistance Findings and	d Questioned Costs

Other Issues

a) A management letter is not required because there were no findings required to be reported in the management letter (see AG Rule Section 10.656(3)(e).

No matters were reported for the year ended December 31, 2019.

b) A summary Schedule of Prior Audit Findings is not required because there were no prior audit findings related to State projects (see AG Rules 10.557(3)(e)5. and 10.656(3)(d)5.).



Stay At Home

Stay Independent Home Health Daily Living

Stay Connected Senior Centers Stay Informed Wellness

www.CARESFL.org

OLDER AMERICANS ACT & LOCAL SERVICES PROGRAM SERVICE PROVIDER APPLICATION

Bid Cycle January 2021 to December 2026

IIIB/LSP Chore Services

TABLE OF CONTENTS

Table of Contents	2
I.A. Service Provider Summary Information	4
A. PROGRAM MODULE	
II.A.1 Needs Assessment	5
II.A.2. Provider Qualifications	8
II.A.3. Provider Capabilities	9
II.A.4. Targeting/Outreach	11
II.A.5. Identifying and Prioritizing Clients	14
II.A.6. Process for Reducing or Terminating Services	18
II.A.7. Eligibility and Assessment/Reassessment Process	21
II.A.8. Client Confidentiality	23
II.A.9. Quality Assurance	32
a. Consumer Satisfaction	
b. Internal Evaluation Process	
III.A Description of Service Delivery	
III.A.1. Site Location	36
III.A.2. Specific Service Activities	37
III.A.3. Explanation of Proposed Staffing	38
III.A.4. Current/Proposed Job Descriptions and Qualifications	40
III.A.5. Cost Efficiency and Program Effectiveness Plan	42
III.A.6. Documentation of Effective Management	46
IV.A. Transition Plan	47
B. CONTRACT MODULE	
I.B.1. Audited Financial Statement	48
I.B.2. Certification of Operating Funds	49
I.B.3. Statement of No Involvement	50
I.B.4. Insurance Coverage	51
Cost Presentation	
II. Allocation Methods	
II.B.1. Personnel Cost Flow Worksheet	52
II.B.2. Supporting Budget Worksheet	60
II.B.3. Supporting Budget Schedule by Program Activity	65
II.B.4. Six Year Rate Quote	67
II.B.5 Match Commitment Forms	68
II.B.6. Availability of Documents	69

C. ATTACHMENTS

- I. CARES Organizational Chart
- II. CARES 2020 Board of Directors Directory
- III. CARES Service Prioritization Policy and Procedures
- IV. CARES Handling Complaints Policy and Procedures
- V. CARES Current Job Descriptions
- VI. CARES 2019 & 2020 Outside Monitoring Reports
- VII. CARES Letters of Support
- VIII. CARES 2019 Audited Financial Statement

I.A. SERVICE PROVIDER SUMMARY ORIGINAL SUBMISSION [X]
INFORMATION PAGE REVISION []

1. PROVIDER INFORMA Executive Director: (Name/Address/Phone)	ATION Jemith Rosa 12417 Clock Tower Parkway Hudson, FL 34667 (727) 862-9291	2. GOVERNING BOARD CHAIR (Name/Address/Phone) Steve F. Spina, PHD 6340 Huntington Drive Zephyrhills, FL 33542 (813) 714-+292				
Legal Name of Agency:		Name of Grantee Agency:				
Community Aging & Retirement Services, Inc., dba CARES		Community Aging & Retirement Services, Inc.				
Mailing Address:	12417 Clock Tower Parkway Hudson, FL 34667	uba CARES				
Telephone:	(727) 862-9291	3. ADVISORY COUNCIL CHAIR (If Applicable): (Name/Address/Phone)				
4. TYPE OF AGENCY/ORGANIZATION:		5. PROPOSED FUNDING PERIOD:				
NOT FOR PROFIT: [X] PRIVATE		January 1, 2021 – December 21, 2026				
PRIVATE FOR PROFIT []		A. New Applicant X B. Continuation				
6. FUNDS REQUESTED: [X] OAA Title IIIB Chore [] OAA Title III -C1 [] OAA Title III -C2 [] OAA Title IIID [] OAA Title IIIE		[] OAA Title VII [] USDA [] Other (Specify) [X] LSP Chore				
7. SERVICE AREA:	12417 Clock Tower Parkway Hudson, FL 34667 (727) 862-9291 Mame of Grantee Agency: Community Aging & Retirement Services, Inc. dba CARES 12417 Clock Tower Parkway Hudson, FL 34667 (727) 862-9291 Name of Grantee Agency: Community Aging & Retirement Services, Inc. dba CARES 3. ADVISORY COUNCIL CHAIR (If Applicable): (Name/Address/Phone) NCY/ORGANIZATION: 5. PROPOSED FUNDING PERIOD: January 1, 2021 — December 21, 2026 A. New Applicant					
[X] Single County Pasco Co [] Multicounty: List: Selected Communities of a County. Specify: Pasco County						
8. ADDRESS FOR PAYMENT OF CHECKS ITEM #: [X]#1 []#2						
9. CERTIFICATION BY AUTHORIZED AGENCY OFFICER: I hereby certify that the contents of this document are true, accurate, and complete statements. I acknowledge that intentional misrepresentation or falsification may result in the termination of financial assistance.						
Name: Jemith Rosa		Signature:				
Title: President/CE	0 1	Date: 17/7/2120				

A. PROGRAM

II.A.1. NEEDS ASSESSMENT:

When the frail elders find themselves alone or in questionable health their loss of independence due to the absence of support from relatives, friends, and neighbors is particularly threatening. Nowadays, families are increasingly scattered across the country and this fact is very evident in Pasco County where most elders are transplants from the other areas of the country. Additionally, the support of friends and/or neighbors is questionable in our society where the pressures of friends and neighbors own day-to-day existence are significant.

The Florida Statute creating the Department of Elder Affairs states that the department shall "assist elderly persons to secure needed services in accordance with personal choice and in a manner that achieves or maintains autonomy and prevents, reduces or eliminates dependency". To this end, a primary priority for the Florida Department of Elder Affairs is: To help frail elders remain in their homes and in the community.

Statistics have indicated that 65% of those over the age of 65 own their own homes and that home ownership is more common among the elderly than the rest of the population. In Pasco County, this figure is even greater than the national average. Additionally, most older persons "age in place" in their own home. In order to provide the kind of safe and pleasant living environment that will help elders maintain their independence, we need to find creative ways to maintain and improve their living environments so that they can continue to live in the community as they age. We need to enhance the delivery of community-based services to assist older persons to remain safe and independent in their homes. Homemaker, Chore and Adult Day Care are service that help individuals achieve their goal of remaining in their homes.

According to the Department of Elder Affairs 2018 Projections of Older Floridians living in Pasco County Report, which is the most recent edition, there are 152,963 persons age 60+ who reside in Pasco County, comprising 30% of the population. Pasco's 85+ population is 15,77 or 10% of its 60+ population. Additionally, the 85+ population had been the fastest growing segment of Pasco's total population and will continue to grow significantly. However, in recent years there has been an influx of younger population in the central part of the County which has lowered their percent of the total population according to last year's projections. This factor in no way lessens the importance and impact they have and will have respective of their need for service.

Pasco County waiting list data, as well as information indicated in DOEA's Assessing the Needs of Elder Floridians indicates that a majority of older adults who are 85+ have less disposable income than groups aged 60+. Faced with raising families during the late depression and the war years, they had little opportunity to save money from meager incomes and they were members of the work force prior to unionization and widespread introduction of pensions. Many women in this age group are economically disadvantaged. If they did work

prior to retirement, most were employed in low-income jobs that offered little in the way of pension plans.

Like all persons in the 60+ age group, the 85+ individuals also express keen desires to remain in the community. But as the frailty of the 85+ individuals' increases they find it progressively more difficult to complete yard, household, housekeeping, shopping, and like tasks because their mobility, manual dexterity, hearing and eyesight will begin to fail at increasing rates.

Another dynamic of aging is reflected in living situations. Statistical data in DOEA's 2018 Florida County Profiles indicates that in Pasco County 32,895 or 22% of those who are over the age of 60 live alone. Of the 32,895 living alone, 21080 or 64% are female and 11815 or 36% are male. That older men are more likely to live with their spouses is partly due to women living, on average, seven years longer than men. Knowing the number of elders living with a spouse is important in assessing the needs of older adults. A spouse is often the first person called upon to be a caregiver.

Additionally, the National Institute on Aging has indicated that 22% of women over the age of 65 and 15% of men over the age of 65 need help to live at home and more than half of those who are 85+ have some form of functional disability. The National Institute on Aging estimates that of the 7.5 million elders who require long-term care almost 80% live in the community. CARES mission is to keep Pasco County's rapidly growing aging population independent and in their own homes for as long as possible as an alternative to facility-based long-term care.

The Department of Elder Affairs' Master Plan on Aging indicates that Florida's ability to meet the needs of its older residents will be challenged as the State's elder population expands during the 21st Century. Since 1990, Florida's elder population has increased by over one million (a 29% increase). However, the rate of growth is not homogenous among age groups; the oldest old increased the fastest. The number of persons 85 and older grew twice as fast as those younger than 60 and four times faster than persons age 60 to 84. furthermore, by 2020 when baby boomers start turning 75, demand for long-term care services will intensify.

At any one time, over 13 million spouses and adult children of disabled Elders, 7% of the adult U.S. population and one-in-eleven full-time workers face significant long-term care decisions. Just under 33% provide help with activities of daily living (e.g. eating, toileting, dressing, meal preparation, shopping) to disabled spouses or parents living at

home. When they can, families, and to a lesser extent, friends and neighbors provide the bulk of long-term care to disabled elders. At the same time, there is a strategic role for formal services. Although some of the above statistics reflect state and national findings, they can be readily applied to Pasco County's elder populous. As previously stated in Pasco County, 85+ population accounts for 3.1% of its total population and 10% of its 60+ population. Pasco's 85+ population has increased 46% since 2004 and it is expected to double by the year 2050.

While statistical data provide specific indicators, the need for Chore service is best indicated by requests for those service coming to CARES and the ADRC. CARES served 679 unduplicated clients during calendar year 2019 and 255 in the first six months of 2020 in its OAA/LSP Chore Program.

CARES waiting list data compiled by the ADRC and CARES' indicates that there are currently 307 older residents of Pasco County who have expressed a need for Chore services.

The intake procedure for each person placed on the OAA Chore waiting list include the completion of the DOEA Prioritization Form (DOEA Form 701S). Additionally, CARES OAA Client Service Prioritization form is also completed. This prioritization form includes DOEA required elements (i.e. type of referral-APS or regular referral,

risk score for registered services as well as targeting criteria) and service specific data.

Unlike those who use informal supports, the majority of formal support users are more functionally impaired. Many have numerous ADL deficits and almost all have limited IADL status. Those who seek formal supports in the community are also more likely to have recently experienced a crisis, to have fewer informal supporters, to receive help from friends and neighbors, and are less likely to share residence with a caregiver. They also tend to view their informal support services as insufficient.

A few years ago, the United Way of Pasco County conducted the first exhaustive community-wide assessment of Pasco County's needs. The COMPASS Survey has been used to pinpoint public outlook on a variety of important issues and to determine the course taken when developing programs. An important finding of the COMPASS Survey for providers were THE BARRIERS TO ACCESSING SERVICES and are still valid.

- a. Was not eligible for help
- b. Could not afford fees
- c. Lacked information on available services
- d. Thought services would cost too much
- e. Worried about quality of services
- f. Had to wait too long for help
- g. Did not like services
- h. Hours of service not convenient
- i. Service too far away
- j. Had prior bad experience

A comparison and analysis of the above needs' assessment data along with an evaluation of community resources, funding allocations, waiting lists and gaps in service delivery systems were and continue to be reviewed by CARES in order to identify deficiencies or gaps in service and bring about solutions.

CARES works closely with the Area Agency on Aging of Pasco-Pinellas, Inc. in helping to identify gaps in the service delivery system and develop recommendations consistent with issues as outlined in the Area Agency on Aging of Pasco-Pinellas, Inc. Summary Plan Document.

Attachment I CARES Organizational Chart

Attachment II CARES 2020 Board of Directory

II.A.2. PROVIDER QUALIFICATIONS:

Community Aging and Retirement Services, Inc., dba CARES has been serving the needs of the elderly and disabled residents of Pasco County for 47 years as the Lead Agency through grant funding from the Department of Elder Affairs and the Area Agency on Aging of Pasco and Pinellas, Inc., Department of Children and Families Services, Pasco County CDBG and United Way of Pasco County.

CARES is a charitable, not for profit 501(c) (3) corporation that provides quality and caring services to meet the needs of older persons and their families in Pasco County. CARES promotes quality of life and independence for adults through health, social, and supportive services. We work with health professionals, families, volunteers, donors and businesses who want elders to age positively and with dignity.

CARES operates a Non-Skilled Home Health Agency License number 299994876 and two Adult Day Care centers: License numbers 9045 and 9047. CARES Leadership each bring over 30 years' experience in the aging and healthcare fields.

Few major points that make CARES successful in the in-home and community-based service delivery system are:

- a. CARES' 47 years of community services as a non-profit organization in Pasco and Pinellas Counties.
- b. CARES' knowledge of State and Federal guidelines and regulations governing the Center for Medicare and Medicaid Services and the Agency for Health Care Administration.
- c. CARES' established clientele and ability to deliver services countywide.
- d. CARES have an established history of serving vulnerable adults and senior citizens with health and human services similar to the ones provided under a non-skilled license. This represents a transparent transition to our clients and their families. Furthermore, it will minimize the transition period, which, means that our clients will benefit immediately from a direct transfer of programs while keeping the same health care provider/staff and avoid interruption of much-needed services.
- e. CARES possess an experienced and qualified managerial and in-home care provider such as homemakers, CNAs, and HHAs available to meet the current needs of existing and new clients.

Additionally, CARES has an extensive background in providing Chore Services not only to OAA/LSP consumers but also to Community Care for the Elderly, Title IIIE participants as well as to participants in the CARES Options private pay program. CARES also works with Managed Care Organizations in the SMMCC LTC program. Participants in the above programs live throughout Pasco County. CARES OAA Program has and will continue to serve consumers in all areas of Pasco County. To ensure that Chore Service are effectively available to serve consumers living in any area in the county, CARES maintains intake and service delivery sites located in Dade City (East Pasco) and in Hudson (West Pasco).

II.A.3. PROVIDER CAPABILITY:

According to the Department of Elder Affairs Programs and Services Handbook (February 2020). "Chore is defined as the performance of routine house or yard tasks, including such jobs as seasonal cleaning; yard work; lifting and moving furniture, appliances or heavy objects; household repairs which do not require a permit or specialist; and household maintenance. Pest control may be included, when not performed as a distinct activity. Chore services may be provided only when there is no other means to accomplish the required tasks. Providers of Chore services may be licensed home health and hospice agencies. Providers may also be independent vendors qualified to provide such service in accordance with all local ordinances that may apply. Home health agencies shall be licensed by the Agency for Health Care Administration in accordance with Chapter 400 Part IV, Florida Statutes."

- a. Unit of Service: One worker hour, beginning at the time of arrival and concluding at the time of departure from client contact. Chore service does not include travel time to nor from the client's residence, except as appropriate for performing essential errands (such as picking up materials) as approved by the job order.
- b. If services are provided to a couple, units cannot be counted twice.
- c. The service may include the cost of cleaning material or personal protective supplies. Materials used for repair or improvement, such as locks, doors, screens or grab rails, are not included in the unit rate of this service. Such materials should be donated, sponsored or purchased under the service "Material Aid."

As a licensed non-skilled home health agency CARES meets Chore provider qualifications indicated in Appendix A of the Department of Eider Affairs Programs and Services Handbook (February 2020). CARES Chores meet the training requirements of the Agency for Health Care Administration the licensing authority.

Staff in CARES chore Department includes the following personnel that have day to day chore related responsibilities:

- a. Chore Case Coordinator (East and West Pasco)
- b. Chore Intake/Clerks (East and West Pasco)
- c. Service Coordinator (CARES Home Health Department)
- d. Chores (East and West Pasco)

Prior to hiring and to comply with the State Law requiring all persons who work with vulnerable populations receive a Level II Background Screening, CARES requires that all employees, volunteers & direct service providers are Level II background screened including but not limited to: live scan fingerprinting, along with the completion of the Direct Service Provider Attestation Form, the Background Screening Appointment Form & the Affidavit of Good Moral Character.

After notification by DOEA that the potential staff member has no disqualifying offences the new employee completes agency orientation conducted by CARES Human Resource Department. Staff members who have direct contact with clients have pre-service training that covers the following:

- a. Overview of the aging process
- b. Overview of the aging network
- c. Communications techniques with elders
- d. Abuse, neglect, exploitation and incident reporting agency procedures
- e. Client confidentiality
- f. Client grievance procedures

Case Coordinators must complete DOEA's online Assessment Training and successfully pass the post training test. CARES intake personnel have extensive experience with the Assessment (DOEA 701A) and additionally, on-going training is arranged and provided by CARES' Human Resource Department according to CARES' annual training schedule. Documentation of training attendance is placed in each staff person's personnel file.

CARES has been linked to and entering data into DOEA's Client Information Registration Tracking System (CIRTS) since its inception. In March 2005 CIRTS went live as a web-based application and CARES now has its own connection to DOEA for CIRTS. We currently have three persons who enter data into CIRTS daily. For the OAA programs our CIRTS Specialists and the Case Coordinator enter and maintain the CIRTS records of the client's assessment, enrollment and received services. The client's received service is entered monthly by our CIRTS Specialists in aggregate units of service. Services are reconciled to CIRTS before submission to the Area Agency on Aging of Pasco-Pinellas, Inc.

Since CIRTS data includes not only client assessment information but also enrollment and received services data required for payment of services, the integrity of that data is critical. CARES has instituted a practice of checks and balances to ensure that all CIRTS data is correct.

Aging and Disability Resource Center - ADRC

CARES will continue to work with the AAAPP and the ADRC to ensure the continued integrity of CIRTS data. CARES staff reviews and reconciles the Chore APLC with the ADRC Unit on a monthly basis. There is continuing communication among CARES and the ADRC Unit to ensure accuracy and data integrity. CARES continues to be an active partner in the ADRC stakeholders' workgroup meetings. In accordance with the Administration on Aging's (AOA) "no wrong door" concept, CARES works in tandem with the ADRC and abides by all requirements in the ADRC Referral Agreement with respect to receiving client referrals, updating referral records and compiling/generating statistical reports.

II.A.4. TARGETING/OUTREACH:

As this service is funded under the Older American's Act via the Area Agency on Aging, CARES will comply with the Area Agency on Aging of Pasco Pinellas, Inc.'s, Older Americans Act Prioritization Policy and Procedures. This Policy states:

"All service providers funded under the Older Americans Act will prioritize clients to ensure services are provided to older individuals with greatest economic need and older individuals with greatest social need. To the maximum extent feasible, services are to be provided to low-income minority individuals, older individuals residing in rural areas, older individuals with limited English proficiency, and elders at risk of institutional placement. The need for service will be prioritized for all eligible individuals prior to service and at annual reassessment. All service providers, apart from information and referral, will use these priority procedures as approved by the Area Agency on Aging Board of Directors".

CARES has developed a form which captures all the target items along with a policy with step by step procedures for competing and scoring the form to develop a prioritized waiting list based on the target items. The form and procedures have been approved by AAAPP.

TARGET GROUPS
In fiscal year 2021, CARES will establish the following goals for the listed target groups:

OAA/LSP Targeting Categories	OAA IIIB Unduplicate d Clients	Percentage	OAA LSP Unduplicate d Clients	Percentage
Persons aged 60+ years	375	100.00%	130	100.00%
Greatest economic need	140	37.3.%	45	34.6%
Greatest social need	250	66.7%	90	69.2%
Minority	45	12%	20	15.3%
Low income minority (125% FPL)	30	8%	12	9.2%
Rural	3075	20%	25	19.2%
Limited English Proficiency	30	8%	12	9.2%
At Risk of Institutional Placement	20	5.3%	10	7.8%

Information contained in the Elder Needs Index and American Community Survey found in the Area Agency on Aging Pasco/Pinellas 2020 Area Plan provides data on Pasco County. This information indicates that the cities of Hudson and New Port Richey on the west side; Zephyrhills, Lacoochee, and Trilby on the east side; and in central Pasco County, Wesley Chapel and Land o' Lakes are population clusters meeting our targeting and outreach criteria.

These data sources also indicate Pasco county does not have a large population of any minority group. There are pockets within the county including Dade City and Land O' Lakes with a larger minority population. While the entire county has no rural designation there are areas of rurality primarily in the northeastern Pasco County areas of Trilby, Lacoochee, and Trilacoochee.

Many Pasco communities have higher rates of poverty than the county average (13.6% of residents with incomes at or below the Federal Poverty Level): these areas include Dade City, Zephyrhills and Hudson.

This information provides a valuable starting point for targeting activities.

CARES' commitment to serving the targeted populations is also anchored in its organizational foundation.

To fulfill the responsibility to implement action plans for reaching the targeted populations of:

- a. Individuals with greatest Economic need
- b. Individuals with greatest Social need
- c. Individuals at risk for institutional placement
- d. Lower income minority Individuals
- e. Individuals with limited English proficiency
- f. Individuals residing in rural areas

CARES OAA Department will provide community outreach in the following ways:

- a. Press releases
- b. Meeting with community groups and through distribution of agency/program materials to strategic sites including
 - i. nutrition sites- (will ensure that Nutrition Site Supervisors will always have enough supplies of CARES program/agency materials and brochures).
 - ii. DCF Adult Payments office
 - iii. public/governmental locations
- c. Attendance at community events
- d. Articles and public service notices pertaining to CARES and its services in the Pasco Shopper, a newspaper that is distributed widely in East Pasco
- e. Flyers about CARES services will be delivered by the Elderly Nutrition Program to home delivered meals consumers
- f. The East Pasco office will contact socially isolated individuals referred from the Pasco County Elderly Nutrition program for Telephone Reassurance and advising them of the services available in CARES OAA programs
- g. Partnerships with other community agencies

In addition to the general outreach for all targeted groups CARES recognizes that there are unique groups that may not be reached by the general outreach

Individuals at Risk of Institutional Placement

Individuals at risk of institutional placement are those that are unable to perform at least 2 ADLs without substantial assistance including verbal reminders, physical cuing or supervision which is the criteria that the DOEA CARES Unit uses to establish a Level of Care (LOC) for placement in a SNF. Individuals requesting OAA service usually do not have a Level of Care determination indicating a need for placement. That being the case we can only look toward response scores of 2 or greater in the ADL section of the 701S or the 701A in identifying and targeting those consumers.

Individuals with greatest Economic and Social need

CARES with over 45 years of service to elders in Pasco County has intimate knowledge of the rural areas in the County where the social isolation is the greatest. Additionally, the 701A used at enrollment identifies individuals living alone which is an indicator of social need. An analysis of prior years' clients, the living alone situation in CIRTS reports indicates a significant number of OAA clients fall within this category. CARES has identified Pasco County BPL populations by census tracts and will focus its outreach efforts in areas where the percent of BPL population is either 14% or above or where the BPL population is over 1,000.

Individuals with Limited English Proficiency

Individuals in this category have difficulty communicating in English. Although this can be the result of a neurological disorder it is usually due to English not being the individual's primary language. In Pasco County individuals of Hispanic origin may have limited English proficiency. CARES staff diversity and its outreach efforts in areas with higher concentration of Hispanics allows it to reach out and communicate with those elders.

Other groups that outreach efforts will address include older individuals with severe disabilities; and individuals with Alzheimer's disease or related disorders. Development of partnerships and collaborations with organizations such as the Agency for Persons with Disabilities and The Alzheimer's Association will assist CARES in reaching those individuals who may be eligible for assistance under the OAA program.

EVALUATION OF TARGETING PLAN

Evaluation of the above strategies will be measured by the following:

- a. Increase in the numbers of low income and minority served.
- b. Measure the number of linkages made with minority groups and rural population
- c. Measure the number of minority and rural clients expressing satisfaction with the program.
- d. Evaluate collaborative efforts developed during the year.
- e. Measure increases in referrals from the minority community and rural areas

Furthermore, in order to successfully target and serve low income and minority populations, several organizational components are required:

- a. Specialized outreach.
- b. Availability of appropriate resources.
- c. Availability of translated resources and materials.
- d. Employee diversity.
- e. Bilingual and ethnic/culturally sensitive staff.
- f. Service staff with experience in the minority community and knowledge of the rural areas in the community.
- g. Accessibility to service sites (CARES has service sites located in East and West Pasco close to areas where concentrations of very high to high need elders live).

II.A.5. IDENTIFYING AND PRIORITIZING CLIENTS

Under the best of circumstances, availability of services due to funding limitations for frail elders, falls short of meeting the community need. Therefore, informing potential consumers of available services/programs and identifying frail elders who are most in need of those services are essential steps in a sequence of steps leading to responsible resource allocation.

As an Older Americans Act provider CARES has established program specific priority procedures and forms to be used when prioritizing individuals for Older American Act funded services. These procedures are based upon Area Agency on Aging of Pasco-Pinellas Inc.'s Older Americans Act Prioritization Policy and Procedures and include the following criteria:

- a. Low-income minority individuals
- b. Older individuals residing in rural areas
- c. Older individuals with greatest economic need
- d. Older individuals with greatest social need
- e. Older individuals at risk of institutional placement
- f. Older individuals with limited English proficiency
- g. Service-specific requirements, which are consistent with DOEA minimum standards for the service
- h. Intake Screening and Assessment Risk Score (DOEA 701 A, B or C) as required for OAA Registered Services.

CARES will adhere to the Area Agency on Aging of Pasco-Pinellas, Inc. OAA Prioritization Policy where the staff will complete CARES OAA Client Service Prioritization form (approved by the AAAPP) for each prospective client and upon reassessment of active clients. The purpose of CARES OAA Client Prioritization Form is to provide an instrument for documenting essential information to establish an applicant's priority status for the OAA program. The sources for prioritization are the Older Americans Act areas of special emphasis (i.e. race, income, social isolation, rural living area, disabilities, etc.) and the essentialness of service specific needs.

The following list outlines the steps taken from either receipt of the notification by the ADRC of an individual placed on OAA service APCL or for an individual making an initial request directly to CARES for OAA services.

Step 1.

Notification by the ADRC

Notification by the ADRC of a new APCL OAA services individual initially go to CARES CIRTS Specialists or center manager who acknowledge receipt of the referral and prints a 701S turnaround which is used by CARES OAA staff to assist in completing the OAA Client Prioritization Form to generate a prioritized waitlist. The information on the 701S is used to assist in completing the OAA Client Prioritization Form (see Step 2 below)

Direct Requests to CARES - OAA Services:

When a request for OAA service is made directly to CARES the OAA intake worker will give the name and Social Security number of the potential client to the CIRTS data entry worker who will verify as to whether the individual is in the CIRTS system. If it is determined that the potential client is not in the CIRTS system, the OAA intake worker will refer the caller to the ADRC for completion of the 701S.

Step 2.

After a 701S is received from the ADRC, the OAA intake staff completes the CARES OAA Service Prioritization Form to assist in establishing a prioritized OAA waitlist. The OAA intake staff uses the 701S along with service specific needs information to complete information on CARES OAA Service Prioritization Form.

The following will provide an overview of CARES OAA Service Prioritization Form(s). A copy of the form(s) and instructions for its completion are included in separate attachments to these procedures.

CARES OAA Service Prioritization Form:

CARES OAA Service Prioritization Form is divided into two primary sections and a comment box/section.

Section b. through h. include the following Older Americans Act areas of special emphasis:

- a. Race/Ethnicity
- b. Low Income
- c. Lives in Rural Area
- d. Social Isolation
- e. Primary Language
- f. At Risk of Institutionalization

Point values are assigned for items (b.) through (g.) and are summed in the TOTAL box in that section.

Screening Specialist will sign the form when this section is originally completed for tracking of annual reassessment completion date and other updates and changes while the client is on the APCL.

Section i. Program Specific Criteria

The items in this section correlate to individual tasks required by the consumer that relate to the individual's ADLs and IADLs. The point values assigned to the tasks correlate to the essentialness of the activity as it would relate to the person's wellbeing. For example, shopping is essential to an individual for food and other basic goods. Therefore, the need for shopping has a higher point value than the need for light housekeeping.

Section (i.) is divided into two sections (Homemaker and Chore). The purpose of this division is to eliminate the need to have two separate OAA Client Prioritization forms (one for Homemaker and one for Chore) and to be able to have two distinct scores for an individual who need both Homemaker and Chore.

Note: The Homemaker score is created by adding the totals from (b) through (g) and the Homemaker total in section (h). The Chore score is created by adding the totals from (b.) through (g) and the Chore total in section (h).

Comment Section:

Since OAA does not have an Agency "imminent risk" procedure this section is to be used to provide written justification for service for an individual who has a lower OAA Prioritization score than others yet is in dire need of service(s) and would be at significant risk without service(s).

Step 3.

After completion of CARES OAA Client Prioritization Form, the score (the sum of b. through g. is entered on CARES OAA Client Prioritization Form as well as the CIF, and a copy of the 701S or 701A is kept in the client's file. When services become available, the coordinators of OAA homemaking and chores services will review the score totals for clients based on the targeted scores. ALL those clients that have a highest score will be contacted by phone by the Homemaker or Chore section for completion of the appropriate sections. Example of it:

- a. CARES will begin telephone screening with the highest score of 7, 6, 5, 4, 3, 2 and 1 category/score range. CARES will place emphasis on those clients on the APCL the longest time within the same score regardless of the number of clients in a specific range.
- b. This phone screening process will assist in identifying those services that will be needed by the client.
- c. These forms totals will be completed, tallied, and signed at that time by the designated staff member, and services will be scheduled after final prioritization is completed to ensure the most at risk clients are being served first.
- d. In the instance where more than the number of clients eligible are identified having the same score, then those clients that have been on the APCL longer will be approved for services first.
- e. Screener will sign the bottom of the form when this process is completed.

Step 4.

A copy of the completed score totals with specific priority score will be entered into the CARES waitlist database with the indicated start date of services.

<u>Note:</u> Completion of the above steps will be done each month for new individuals placed on the waiting list. Designated staff will run CIRTS reports each month for APCL clients and reconciled with CARES internal prioritization process. All terminations will be removed and identified each month.

Selection of Wait List Individuals:

The purpose of the AAAPP OAA Prioritization Policy is to ensure that a systematic prioritization process is in place for the selection of eligible individuals for service.

As indicated in the steps above individuals referred by the ADRC for OAA services are prioritized using CARES Client Prioritization Form. Information from that form is inputted into CARES internal database system and the Assessed Prioritized Consumer Waitlist is used to schedule services.

When openings occur, selection of the next individual for enrollment is primarily made based upon the individual's OAA Client Prioritization Score identified through targeting. However, service specific aspects for respective office sites may sometimes come into play in the selection process.

Likewise, selection of the next individual may be made when the individual has a lower OAA Prioritization score than others but is in dire need of service(s) and would be at significant risk without service(s). Justification for selection of such individuals must be documented on the OAA Client Service Prioritization Form and in the narrative section of the client's file.

CARES will keep documentation in writing, of all conflicts, problems and incidents arising from the use of these procedures.

Attachment III Prioritization Policy and Procedures

II.A.6. PROCESS FOR REDUCING OR TERMINATING SERVICES

Process for reducing and/or terminating services:

If service limitations due to a reduction in funding occur, CARES utilizes the following guidelines to assist the Chore Case Coordinator in making either reductions in service or in terminating services:

Reductions to service provision can be made for a variety of reasons, such as:

- a. Reduction in funding and need to serve existing higher priority clients
- b. Client's condition improves
- c. Additional support and help from family or other funding source is available
- d. Client's request

Termination of services usually is the result of one of the following:

- a. Client's health deteriorates to the point where placement is required
- b. Client is unwilling to or is not mentally able to cooperate in the coordination of the chore service
- c. Client elects to end services
- d. Client moves out of area
- e. Client no longer meets eligibility criteria
- f. Lack of adequate funding for continuing services
- g. Clients death

When the Chore Case Coordinator is faced with a decision to terminate, suspend or reduce a client's service, or place the client on a hold status, the Chore Case Coordinator must forward/mail a completed CARES' Recipient Notice of Adverse Action Form (commonly referred to as the 10 Day* Letter) to the client, no less than 10 calendar days prior to when the action will take place.

CARES' Recipient Notice of Adverse Action form informs the client/responsible party not only what the adverse action is (i.e. termination, suspension "hold" or reduction in service) but also advises the client about his/her right to submit a grievance.

The form also outlines the grievance process and describes the roles of CARES and the Area Agency on Aging of Pasco-Pinellas, Inc. as they pertain to the review proceedings and subsequent appeal procedures.

*If the end of the 10-calendar day period is on a Saturday, Sunday or legal holiday then the end of the 10-day period will be the end of the next business day, which is neither a Saturday, Sunday, nor legal holiday.

Chore:

Assess the stability of each consumer's support system as it relates to the following Chore activities that are listed in order of priority:

Point Value

- a. Great Need 5
 - i. Emergency need related to safety or security

- ii. Flooded or fire damaged home
- iii. Emergency errands when other sources are not available for food/medications
- b. Moderately Great Need 3
 - i. General and heavy in-home cleaning (moving furniture, mopping, vacuuming, etc.)
- c. Moderate Need 1
 - i. Lawn care
 - ii. Trimming bushes, etc.
 - iii. Cleaning gutters

Client whose service plan include the above activities are given corresponding points and are to be considered at high risk based on these needs.

- a. Evaluate each consumer's housekeeping/homemaker needs to determine if adjustments can be made in service delivery patterns (i.e. frequency and/or duration of service visits).
- b. After completion of the above determinations, implement service delivery options (i.e. reduction of service or possible termination).

Reduction or Termination Implementation:

CARES has developed a list of service providers who offer services similar to those provided under Chore. When a client's Chore Service is reduced or terminated the Chore Case Coordinator will provide the client with a list of appropriate providers to assist the client in securing additional or needed services.

Additionally, when the Chore Case Coordinator is faced with the decision to reduce a consumer's service, he/she advises the consumer in advance via written notice of adverse action. This advance notice allows the consumer to better adjust to the alteration in service or to allow time for the arrangement of other service options or to appeal the decision to reduce service. Procedures consistent with DOEA policy as outlined in the last paragraph below are followed.

Likewise, all consumers who are being terminated from either program are advised of the decision in advance so that other arrangements, if needed, can be instituted. Additionally, the Chore Case Coordinator again advises the consumer that he/she have the right to file a grievance if he/she feels that services are being unfairly denied. Again, procedures consistent with DOEA policy as outlined below are followed.

The Chore Case Coordinator is required by DOEA policy to advise the consumer regarding suspensions, reductions or termination of service, that he/she has a right to file a grievance/appeal with CARES and that the grievance will be addressed according to procedures that are consistent with DOEA policy. Additionally, CARES is required to advise consumers that if they are not satisfied with the disposition of their grievance, they have the right to appeal in writing to the Area Agency on Aging of Pasco-Pinellas, Inc.

Procedure to terminate low risk clients, if necessary, to serve higher risk clients:

At CARES we strive to provide continuation of services for clients actively enroll in the OAA and LSP programs; nonetheless, in a situation where it is imperative to terminate a low risk client in order to serve a higher risk client, CARES' Chore Case Coordinator will follow the following process with technical assistance and final approval from the AAAPP:

- a. Low risk client will be counseled, and other service alternatives and community resources will be coordinated to continue services at same level to prevent further harm.
- b. Chore Case Coordinator will explore the possibility to enroll client back on the APCL.
- c. Chore Case Coordinator and his/her supervisor will bring the case to the Administrative Team to request services continuation to prevent further harm and such case to be serve on a pro-bono basis.

Process for placing the client on "hold" status:

Initiation of "hold" status is usually the result of a client going into the hospital or being out of town visiting with distant friends and/or relatives. Clients will also request that their service(s) be put on hold because they have family members visiting. Since the "hold" request is initiated by the client, the temporary suspension in service does not require a 10-day letter.

When the client's services go "on-hold", the Chore Case Coordinator advises the Care Management Department Administrator who in turn updates the Chore Utilization Tracking Report in Excel. Likewise, when the client's services go "off-hold", the Chore Case Coordinator advises the Care Management Department Administrator.

However, if for some reason (i.e. hospitalization of the client followed by rehab) the client is on hold for 90 days/3 months, then a 10-day letter is sent to the client indicating that he/she will be terminated from the program. This "on-hold" period- of- time (i.e. 90 days/3 months) is in line with established DOEA principles of reasonableness.

Attachment IV CARES Complaints Policy and Procedures

II.A.7. ELIGIBILITY AND ASSESSMENT/REASSESSMENT PROCESS

There are two distinct eligibility criteria for OAA Chore service, which are outlined below:

- a. 60 years of age or older (60+)
- b. Have demonstrated need (e.g. through assessment) for Chore services.

Note: Preference is given to older individuals with the greatest economic or social needs with attention to low income minority.

As indicated above, one of the criteria to be eligible for OAA Chore services is that the person must be 60 years of age or older, but this criterion alone does not ensure that the applicant will receive service. Priority of need is the overwhelming factor in determining when a caller/applicant will receive Chore service. Likewise, Chore service may be provided only when there is no one capable of or responsible for accomplishing the requested Chore tasks.

Chore Assessment to enroll NEW clients:

Based on priority ranking and availability of funds, individuals are assessed to determine Chore available to/for the consumer. The DOEA Assessment Instrument (701A) is used to assess all OAA Chore clients via a home visit.

If deemed eligible and upon completion of the assessment and other required forms/paperwork (i.e. Consent Form and Release, SNAP Registration if needed, etc.), during the home visit a service plan is developed in conjunction with the client and a request for initiation of service is forwarded to CARES Chore Scheduling/Billing Clerk.

Prior to the initiation of service, the OAA Program Assistant in our Home Health Department reviews with the client; a CARES admission packet which contains the following:

- a. Client Bill of Rights and Representatives
- b. Advance Directives
- c. Infection Advice
- d. Basic Home Safety
- e. Confidentiality Regarding Records
- f. Emergency Preparedness Information

To evaluate on-going needs for Chore Service, the Chore Case Coordinator will make six-month phone contact with the client.

If it is determined that a client is not in need of Chore Service based on service task request, the Chore Case Coordinator will give the consumer other options listed in the Senior Helpline Resource Directory.

Chore Reassessment for ACTIVE Clients:

An Annual reassessment of the client is made by the Chore Case Coordinator. The annual reassessment 701A takes place within the month of the client's annual reassessment anniversary which is based on the initial assessment date. Additionally, the Area Agency on Aging OAA Prioritization Policy and Procedures require that client's prioritization for service be reviewed upon reassessment. Therefore, CARES OAA Client Service Prioritization form is completed at reassessment and is used in evaluating continued need for service.

To ensure that the guidelines are adhered to, CARES has developed an OAA Client Information Form (CIF), which is completed by OAA Program Coordinator/Screening and Assessment Specialist and forwarded to CIRTS data entry workers. The form provides a record of individual service dates for Chore clients, date of last assessment, and other pertinent information. The historical data which is indicated on the form will provide the necessary information to ensure that the above steps/guidelines are adhered to.

If it is determined that a client is not in need of Chore service based on service task request (beyond what is described in the DOEA Handbook) the Program Coordinator/Screening and Assessment Specialist will give the consumer other options listed in the Senior Helpline Resource Directory.

Timely Completion of Assessments:

When the budget indicates that new/additional consumer can or need to be enrolled for Chore Services, the Project Supervisor advises the Chore Case Coordinator of the number of clients which need to be assessed for addition to the program. A timeframe for this activity and its completion is also established at this time.

The Chore Case Coordinator then reviews clients on the waitlist and selection of clients to be assessed is based upon the client's OAA Service Prioritization Score.

The Project Director periodically checks the status of the assigned pickups with the Chore Case Coordinator to ensure that the clients are assessed within the specified timeframe.

Likewise, to ensure that clients are reassessed within their annual anniversary date, a list of all Chore clients needing reassessments within the quarter is generated by CIRTS and that information is reviewed by the Chore Case Coordinator. This information allows the Chore Case Coordinator to plan her time effectively and to appropriately schedule reassessments to ensure that clients are reassessed in a timely manner.

CIRTS Accuracy:

Chore personnel who are responsible for completing Chore assessments are required to complete the on-line DOEA Assessment Training and successfully complete the post training test. This ensures that they are adequately prepared to conduct reliable assessments.

After the information from the assessment is entered in CIRTS, the Chore Case Coordinator compares each item in the turnaround document with the written/original 701A to ensure the accuracy of data input and to make sure corrections are made, if needed.

Client Lists:

The Chore Case Coordinator maintains a list of all clients enrolled on the DOEA APCL. This list contains client's 701S or 701A form original completion date which elicits the reassessment due date. All reassessments are completed following DOEA's guidelines and procedures.

In addition to waiting lists mentioned above and per AAAPP requirements, CARES also maintains a list of active Chore clients, as well as, a list of unduplicated clients in both its program and federal fiscal year journals. This data is required for report purposes by the Area Agency on Aging and the Department of Elder Affairs.

II.A.8. CLIENT CONFIDENTIALITY

State and federal (HIPAA) laws and regulations require that program participant information be maintained in a confidential manner. To adhere to these requirements, CARES has adopted specific policies and procedures for maintaining client confidentiality and releasing client information. Additionally, formal HIPAA training has been provided to all current employees and volunteers. All new hires receive HIPAA training as a part of their orientation.

The following is a brief outline of CARES Client Confidentiality policies and procedures:

Active Client Records:

All client records are housed in physically secure areas (i.e. locked file cabinets, locked rooms, etc.) with access limited according to CARES Minimum Necessary Standard Plan.

Additionally, specific protocols are followed by staff to ensure that confidential information/PHI on desks, in computers, at the fax machine, etc. is properly protected during normal business activity.

Secondary records which include clients' lists, indexes, demographic data, billing records and worksheets containing identifiable client data are protected with the same carefulness as other client records.

Terminated Records:

Terminated clients' records and any secondary records are retained in a locked storeroom area accessible only by authorized personnel. Such records are retained for a period as established by DOEA and HIPAA requirements, then destroyed according to retention schedule unless there is specific need for preservation of the record(s). Destruction is by shredding or supervised incineration.

Field Visits and Client Information:

Original client records are not to leave the agency except in response to required client visitations (i.e. annual reassessment, care plan review visits, etc.), court ordered appearance or subpoena. Additionally, as requested by the AAAPP and DOEA for monitoring purposes. When records are used in such situations, the following procedures are followed:

- a. Copies are to be kept/carried in briefcases and kept in the trunk of a locked vehicle when the vehicle is unattended.
- b. Notes shall <u>not</u> be written in public places and client records and notes shall remain in briefcases while in public places.
- c. Records, documents and lists are to be returned to the office at the end of each workday unless this procedure would be considered unreasonable. Otherwise, the information containing PHI must be kept in the trunk of a locked vehicle or in a non-visible area in the employee's home. The PHI must be kept in a reasonably safe area away from family and/or friends.

Telephone and Confidentiality:

Confidential information can only be disclosed via the telephone when:

- a. It can be determined that the requesting party is entitled to receive such information.
- b. The information is needed to assist in the care or well-being of the client or to obtain a benefit or a claim.

Oral Communication and Voice Mail:

CARES' staff members will refrain from oral communications (concerning clients) in hallways, reception areas, restrooms and conversations via speakerphone unless this procedure would inhibit an emergency circumstance and/or would be otherwise unreasonable.

- a. Voice mail passwords will be unique to each employee and will not be shared with anyone other than his/her supervisor.
- b. CARES staff members will send all emails encrypted to protect client confidential/ sensitive information.

Home Health Aide and Chore Records:

Some record information is maintained in the client's home and in the field to facilitate home care visits and for recording purposes.

When record information is maintained in the field, only the following information is to be kept in the client's home and by home health aides and Chores:

- a. The most recent Home Health Aide Instruction Form or Chore Service Plan (in client's home).
- b. Update information (i.e. Home Health Aide Activity Report and Narrative or Chore Activity and Progress notes) for a seven-day period (by home health aides and Chore worker).

Release of Information and Formal Aspects:

- a. All information contained in the client record is confidential and the release of such information follows CARES HIPAA Policies and Procedures. A formal request and signed authorization are required for all information releases except:
- b. For release to another health care provider currently involved in the care of the client
- c. For research or data requirements determined or required by the Department of Elder Affairs, the Area Agency on Aging of Pasco-Pinellas, Inc. or other program(s) associated with a state or educational entity (i.e. USF with the ADI Program).
- d. To contracted service organizations.
- e. Florida Department of Children and Family Services/Adult Protective Services.
- f. As required by law.

Release of Case Record or Copies of Case Records:

Records contain sensitive information (e.g. mental health information, extensive family or caregiver information, etc.), therefore, formal requests for release of information are answered by releasing copies of selected portions or the record or a record summary. The only exception to releasing selected portions or record summary would be in response to a court order in which the entire record is specifically requested.

Information released by copies (i.e. photocopy) or record summary are strictly limited to that information required to fulfill the purpose of the formal request or authorization. Release of information that is not essential to the stated purpose of the request is specifically prohibited.

Consultation with supervisor before releasing any part of the client record is required. The exceptions to this are as follows:

- a. Care Plan and Assessment Information, etc. as required by program service providers or Department of Children and Families.
- b. Requests by the DOEA or Area Agency on Aging for monitoring purposes, level of care determination and the like.

Client Computer Information and Records:

Computer processed client information/data is protected with the same diligence as the original client record. The following apply:

- a. Access to computer records (e.g. CIRTS) is controlled through security codes known only to authorize users. CARES staff members will not share their User ID and Password with anyone other than his/her supervisor.
- b. Passwords are changed at least bi-annually and more frequently if indicated or requested by the Area Agency on Aging or the DOEA.
- c. Passwords of terminating CIRTS data entry personnel are changed/deleted on or before employee's termination date.
- d. Back-up files containing client identifiable information are maintained in a locked fireproof file cabinet in the agency office or at a secure offsite location per agency disaster preparedness plans/policies.
- e. Only authorized personnel are permitted access to computer terminals.
- f. November 2017 CARES developed an additional "Encryptions Email Policy." The purpose of this policy is to provide guidance on the use of encryption to protect information resources that contain, process, or transmit confidential and personal information. Additionally, this policy provides direction to ensure that State and Federal regulations are followed. This policy applies to all employees and affiliates, including contractors and Business Associates. It addresses encryption policy and controls for confidential data that is at rest (including portable devices and removable media) and data in motion (transmission security).

Confidentiality Policies and Employee Orientation Training:

The above policies are made known to all employees at the time of employment and each employee as a condition of employment and an understanding of CARES Confidentiality Policies signs a Confidentiality Agreement.

CARES Patient/Client Privacy Rights Policy:

CARES implement policies and procedures to accommodate patient/client privacy rights as required by and specified in the Privacy Rule of the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996.

Procedures:

- a. Patients/clients cared for by CARES have the following privacy rights:
- b. To receive a paper copy of the agency's Notice of Privacy Practices
- c. To request restrictions on the uses and disclosures of health information
- d. To request to receive confidential communication
- e. To access their protected health information for inspection or copying
- f. To amend their health care information
- g. To request an accounting of disclosures of health information
- h. Individuals have the right to complain if they believe CARES has committed any privacy violations.

The privacy policies of CARES detail the requirements for each of these rights and provide procedures for implementation.

Staff at CARES are provided with annual training regarding patient/client rights with respect to their health information.

Minimum Necessary Use of Protected Health Information Policy:

CARES' employees use the minimum amount of protected health information necessary to perform their job functions.

Procedures:

- a. CARES identify the employees who need access to protected health information according to the categories of uses for treatment, payment or health care operations.
- b. CARES identify the type and minimum amount of protected health information needed by employees to perform their jobs.
- c. CARES direct supervisory staff determines the circumstances under which employees may use protected health information.

All employees and volunteers who provide and coordinate treatment for CARES' participants have access to the participant's entire medical record. Supervisors have access to this information as well.

All employees are required to use protected health information in accordance with the determination made by CARES of the minimum amount necessary to effectively perform their jobs.

When an employee performs more than one job function at CARES, the types of protected health and condition for access is dependent on the capacity in which the employee is functioning.

New employees are provided with information regarding their access to protected health information during their orientation to CARES.

Minimum Necessary Requests for Protected Health Information Policy:

- a. CARES request the minimum amount of protected health information from other health care entities to achieve the purpose of the request.
- b. Procedures for routine and recurring requests for health information:
- c. CARES has identified requests for health information it makes on a routine and recurring basis that are not related to treatment.
- d. CARES has determined the minimum amount of health information that is needed to achieve the purpose of these requests.
- e. When CARES requests health information the person or entity to whom the request is made may rely on CARES' determination that the amount of health information requested is the minimum necessary to achieve the purpose of the request.

Procedures for non-routine requests for health information:

- a. CARES review the non-routine requests it makes for disclosures of health information that are not related to treatment on a case-by-case basis to ensure that the amount of information requested is the minimum necessary to achieve the purpose of the request according to established criteria.
- b. Non-routine requests made by CARES for health information from another person or entity are reviewed by the Privacy Officer to determine that the amount of health information requested is the minimum necessary to achieve the purpose of the request.

Requests for entire medical records Policy:

CARES do not request a participant's entire medical record for any purpose not related to treatment unless a justification for such a disclosure is documented in this policy.

CARES Client Record Policy:

All participant records, documents and lists containing PHI will be stored in a locked drawer, locked file cabinet and/or locked office or if they are to be taken off the premises, kept in a reasonably safe area.

Procedures:

- a. CARES' staff members will keep participant records or documents containing PHI in a locked drawer, file cabinet or office.
- b. Records or documents, which are taken off the agency's premises, are to be kept in the trunk of a locked vehicle.
- c. Records, documents and lists are to be returned to the office at the end of each workday unless this procedure would be considered unreasonable. Otherwise, the information, which contains PHI, must be kept in the trunk of a locked vehicle or in a non-visible area in the employee's home. The PHI must be kept in a reasonably safe area away from family and/or friends.

CARES Client Computer Information & Records Policy:

Computer processed client information/data is protected with the same diligence as the original client record. The following apply:

Procedures:

- a. Only authorized personnel are permitted access to computer terminals.
- b. Access to computer records (e.g. CIRTS) is controlled through security codes known only to authorize users. CARES staff members will not share their User ID and Password with anyone other than his/her supervisor.
- c. Passwords are changed at least bi-annually and more frequently if indicated or requested by the Area Agency on Aging of Pasco-Pinellas, Inc. or the DOEA.
- d. Passwords of terminating CIRTS data entry personnel are changed/deleted on or before employee's termination date.
- e. Back-up files containing client identifiable information are maintained in a locked fireproof file cabinet in the agency office or at a secure offsite location per agency disaster preparedness plans/policies.

Protected Health Information and E-Mails Policy:

All e-mails that contain PHI must contain an electronic signature and must be send via encrypted mode. All Supervisor, Case Managers, Case Aides and other support staff working within the Community Care Department are required to use encrypted mode on all email send from their computers. A special encryption mode has been added to all staff members working with PHI information.

Procedures:

- a. CARES' staff members and volunteers will have the approved confidentiality statement in the content of e-mails that contain PHI.
- b. The confidentiality statement will inform the recipient to contact the sender if they received the e-mail in error.
- c. There will also be a statement that informs the unintended recipient to delete the e-mail from his/her computer and destroy any paper copy of the e-mail so that its content is left unidentifiable.
- d. On November 2017 CARES developed an additional "Encryptions Email Policy." The purpose of this policy is to provide guidance on the use of encryption to protect information resources that contain, process, or transmit confidential and personal information. Additionally, this policy provides direction to ensure that State and Federal regulations are followed. This policy applies to all employees and affiliates, including contractors and Business Associates. It addresses encryption policy and controls for confidential data that is at rest (including portable devices and removable media) and data in motion (transmission security).

Protected Health Information and Sent or Received Via FAX Policy:

All incoming and outgoing faxes that contain PHI must be handled according to HIPAA privacy standards.

Procedures:

- a. CARES' staff members will either place incoming faxes that contain PHI face down in the fax basket that is kept in a reasonably safe area or deliver the information to the proper recipient.
- b. All outgoing faxes that contain PHI must have a coversheet with a confidentiality statement.
- c. The coversheet will have a statement, which informs the recipient to contact the sender if they received the fax in error.
- d. There will also be a statement that informs the unintended recipient to destroy the fax, so its content is left unidentifiable.

Fundraising and Protected Health Information Policy:

CARES' fundraising activities protect the privacy of health information and include provisions for individuals to opt out of receiving fundraising communications.

Procedures:

a. CARES may use or allow use of demographic participant information to or by a business associate or a CARES' foundation to raise funds on its behalf.

- b. CARES' Notice of Privacy Practices includes a statement that the individual's protected health information may be used for fundraising activities unless they inform CARES that they object to this use.
- c. CARES' fundraising communications include a statement informing the recipient that he or she may opt out of future fundraising communication with a description of how to do so.
- d. CARES will only use specific information about the treatment of a participant (e.g. for videos, brochures, and testimonials in fundraising solicitations) if it receives written authorization to do so.

Business Associates and Protected Health Information Policy:

The business associates of Community Aging & Retirement Services, Inc. dba CARES are required to provide satisfactory assurances that they will maintain the confidentiality of the protected health information of CARES' participants and only use and disclose it for the purposes for which it was provided.

Procedures:

- a. Existing and new relationships with non-members of CARES' workforce is reviewed to determine if the relationship will require the use and/or disclosure of protected health information and therefore be classified as a business associate.
- b. Business associates are required to sign a written contract that provides satisfactory assurances that they will adhere to the organization's privacy practices.
- c. CARES will rely on the professional judgment of the business associate to determine the type and amount of protected health information necessary for their purposes.
- d. The Privacy Officer will be notified of any termination of business associate contracts.
- e. The Privacy Officer will monitor the return or destruction of the PHI used, created or obtained by the business associate upon termination of the contract.
- f. The Privacy Officer will ensure that any complaints regarding privacy violations on the part of the business associate are reviewed and will make recommendations to the appropriate Departmental Supervisor and Chief Financial Officer.

Protection of Private and Protected Health Information of Deceased Participants Policy:

CARES protect the health information of deceased agency participants in the same manner and to the same extent as it did prior to the participant's death.

Procedures:

- a. Protection of the privacy of a deceased participant's health information is provided for as long as CARES stores or maintains according to current agency protocol.
- b. A personal representative of the deceased person (someone with legal authority to act on behalf of the deceased person or his or her estate) is verified according to standard agency protocols.

c. The identity of the personal representative and his or her authority to act on behalf of the deceased participant is verified according to standard agency protocols.

Disposal of Protected Health Information Policy:

All protected health information must be disposed of according to HIPAA privacy standards.

Procedures:

- a. CARES' staff members will dispose of documents and/or records containing PHI in the appropriate secure container or shred them so that PHI is left unidentifiable.
- b. Shredding bins are kept in a reasonably safe area in each employee's office or in a locked cabinet.
- c. The shredding is completed by the employee him/herself or shredded by a designated shredding person who is properly trained on how to handle PHI.

Protected Health Information Privacy and Confidentiality Policy:

CARES provide privacy training for all current and new employees who have contact with protected health information.

Procedures:

- a. All current members and or volunteers of CARES' work force received training regarding the requirements of the HIPAA Privacy Rule.
- b. All new employees and volunteers receive privacy training as a component of their orientation to CARES.
- c. All members of CARES' workforce receive retraining if policies and procedures change and as necessary.
- d. All privacy training provided to members of the workforce is documented and maintained in personnel records.
- e. Documentation of privacy training is maintained by the Privacy Officer according to the requirements of the Privacy Rule.

II.A.9 QUALITY ASSURANCE

Determining client satisfaction is an on-going process and is determined through several ways. The Primary methods is the client service evaluation questionnaire. Since client feedback is so essential in determining if service provision is adequate and is meeting the needs of the participant, based on a random selection, client evaluation questionnaires will be sent to at least 50% of the Chore participants who have received service during the year. Monthly, the Chore Case Coordinator mails at least 8 evaluation questionnaires and return address envelopes to unduplicated clients. The Chore Case Coordinator reviews the returned questionnaires. This ongoing client feedback allows for any necessary changes in a timely manner. Information from the surveys will be collected on monthly bases and will be available at least every two months to address any problems and improve service quality.

Additionally, the Programs Accountability Supervisor will be made aware of any consumer problems/issues to ensure that appropriate action has or will be taken. This on-going client feedback is essential to make any necessary program changes in a timely manner. Information from the surveys will be collected on a monthly basis and surveys will be summarized annually and made available, if requested, to the CARES Board of Directors, AAAPP and Provider Administrators to address any problems and improve service quality.

Additionally, Chore Case Coordinator makes regular monitoring or follow-up home visits/inspections throughout each quarter to evaluate the provision of Chore Service and to follow-up on problems should they be expressed by the client or caregiver.

The usual methods of measuring quality in an organization are through structure, staffing, process and outcomes.

STRUCTURE, which covers such areas as organizational framework, legal authorization to operate, operational system, discriminatory practices and fiscal management responsibility. CARES is a not-for-profit 501 (c) (3) organization with offices located in East and West Pasco, employing more than 125 people. The framework for the agency is delineated in CARES organization chart.

Each local service office has the advantage of using internal systems developed by CARES for OAA intake, referrals, clients' plan of care/services, safety and quality assurance, assurance of client confidentiality and compliance with recordkeeping and reporting requirements of DOEA Home and Community-Based Services Handbook and the Area Agency on Aging of Pasco-Pinellas, Inc.

Additionally, CARES has standardized agency-wide procedures for the recording, reporting and logging of incidents relating to all departments and programs including OAA Programs. Likewise, any incident which may disrupt services to an elder, are reported immediately by telephone to the Area Agency on Aging of Pasco and Pinellas, Inc.

CARES also recognizes its legal and moral obligation to provide a system where employees and participants are respected as individuals and are given fair treatment and equal opportunity.

To that end, CARES Affirmative Action Program is designed to provide the framework for ensuring that the policy is being effectively implemented.

Our policy has been and will continue to be publicized through the following methods:

- a. Inclusion in our policy manual
- b. Publicized in other internal communications media
- c. Meetings conducted with supervisory personnel to explain the intent of the policy and insure individual responsibility for effective implementation
- d. Meetings held with other employees to discuss policy and explain employee responsibilities
- e. Discussed thoroughly in employee orientation
- f. Posting in service sites
- g. Included in all agency advertisements, contracts, etc.

FISCAL MANAGEMENT RESPONSIBILITY:

The fiscal staff of CARES is comprised of the Chief Financial Officer, Accounting Supervisor and Billing Specialist. Together they have a total of more than 50 years of related accounting experience.

CARES utilizes a fully computerized accounting system that generates monthly financial reports for each department head. The Chief Financial Officer works very closely with the project managers and directors to monitor expenditures as they relate to their respective service objectives.

CARES has received excellent fiscal monitoring reports from the Area Agency on Aging of Pasco-Pinellas, Inc. these reports as well as past annual independent CPA audits reinforce the fiscal capability of the CARES staff.

STAFFING, which covers requirements related to hiring practices, wages and benefits, training and on-going in-service as well as employee safety.

Because CARES believes that quality service can only be built and maintained by quality personnel, we adhere to rigid standards of hiring and conditions of employment. Our employment application process includes verification of knowledge and validation of education, experience and skills through reference checks and confirmation of professional certification.

All candidates undergo a thorough interview, which includes a discussion of work experience as well as an exploration of the applicant's interpersonal skills, demeanor, maturity level, communication skills and attitude and understanding necessary to work well with our frail elderly population.

Applicants are required to provide at least two references that are contacted regarding the applicant's performance, quality, cooperation and dependability. No permanent placement is made until satisfactory references are obtained.

Additionally, a Level 2 Background Screening is required for all individuals providing care/service in the home. Employment is contingent upon satisfactory background investigation as described above.

CARES recognizes that Chore workers have needs that must be addressed in order to retain them and recruit others when needed. To that aim, CARES offers Chore workers attractive wages, increased benefits, and structured merit increases for outstanding work-related accomplishments.

Additionally, the positive nature of each Chore position is stressed, the one-to-one relationship with clients, the autonomy of the position, the invaluable service provided to those in need and the personal satisfaction because of the beneficial nature of the work.

In addition to ensuring that all staff meet position criteria, CARES recognizes that it has a covenant duty to provide professional development and self-fulfillment. Therefore, we have developed a scheduled in-service training program that meets the requirements for Chore staff development as outlined in DOEA Program and Services Handbook. All Chore staff are required to attend scheduled in-services and documentation of such attendance is included in their personnel file.

To ensure the safety and wellbeing of employees, as well as clients, CARES has implemented a comprehensive safety program, which conforms to or exceeds OSHA and state policies. CARES HR Department/Safety Committee and the leadership team meets regularly to review new standards and to improve existing agency procedures.

Employees are encouraged sharing with either their supervisor or a member of CARES Safety Committee and the cooperative efforts of all staff have resulted in CARES receiving an Outstanding Safety Performance Award from the Florida Preferred Risk, Inc.

PROCESS is a response to the following:

- a. Was service delivered?
- b. Was the service appropriate?
- c. Was the service provided in an appropriate manner?

CARES utilizes several methods to determine and measure response to the above questions:

- a. Chore activity sheets verify client served, date of service and tasks performed. Additionally, signatures of both client and Chore workers attest to the assurance that requested tasks were completed.
- b. Appropriateness of service is measured by outcome data analysis in relation to service intervention goals.
- c. Finally, determination as to whether service was delivered in an appropriate manner is measured by client evaluation of service and supervisory visits and inspections.

OUTCOME is measured in terms of specific goals for the client and how well these goals are reached. Client satisfaction, as well as, professional evaluation by the supervisor are utilized to evaluate outcome measures.

- a. To ensure that specific Chore goals are being achieved, the Chore Case Coordinator conducts random monitoring of service provision to determine effectiveness of service intervention.
- b. Finally, the Area Agency on Aging of Pasco and Pinellas, Inc. conducts annual monitoring of all OAA programs to ensure service compliance and evaluate quality assurance areas. CARES has consistently received favorable OAA monitoring reports since its assumption of those programs.

III.A. DESCRIPTION OF SERVICE DELIVERY

	SERVICE: Chore PROGRAM(S): Older Americans Act/LSP				
	III.A.1. SITE LOCATION: Provider must include a list of addresses and contact information fo administrative and service delivery sites, with corresponding days and hours of operation.				
	Chore services are coordinated, and workers assignment sites are as follows:				
	West Pasco CARES Chore Office Rao Musunuru, MD Enrichment Center 12417 Clock Tower Parkway Hudson, FL 34667 Tel: 727-862-9291 Contact Person: Gail Holton, COO Mary Stahl East Pasco CARES Chore Office CARES Crescent Center 13906 Fifth Street Dade City, FL 33525 Tel: 352-523-1500 Contact Person: Gail Holton, COO Mary Stahl				
Hours of operations at both locations: Monday through Friday 8:00 AM to 5:00 PM – After hours are available upon special request.					
١					

III.A.2. SPECIFIC SERVICE ACTIVITIES

Activities under the provision of this service can be divided into two areas, Pre-service and Direct Service.

PRE-SERVICE ACTIVITES

- a. Assurance that pre-service training requirements of all Chores are met.
- b. Targeting of individuals with greatest economic and social needs.
- c. Outreach with specific emphasis to low income minority seniors and those living in rural area.
- d. Completion of an appropriate intake that applies (i.e. DOEA 701S or 701A) is properly completed as well as CARES OAA Client Prioritization Form as to need for service.
- e. Assessments and reassessments for new, current and waiting list clients as to need for service.
- f. Development of service plan signed by client.
- g. Client enrollment in CIRTS inclusive of waiting list clients.

CHORE DIRECT SERVICE

Upon meeting eligibility criteria as outlined in Section II.A.7 of this application, Chore services will be scheduled. These services, whose purpose is to assist elder individuals in remaining in their own homes and who because of frailty or other disabling conditions are unable to perform them, include such tasks/activities as:

- a. Routine house tasks
- b. Routine yard tasks
- c. Seasonal yard work
- d. Lifting/moving furniture, appliance, heavy objects
- e. Household repairs (not requiring permit/specialist
- f. Household maintenance
- g. Pest Control

The Chore will follow exactly the prescribed tasks on the service plan and will complete the Chore Time Slip/Services Activities sheet for each client encounter, which must be signed by the client or responsible party after completion of all chore tasks. A unit of chore service is one worker hour. Travel time in the performance of essential errands (e.g. picking up materials.) can be counted. CARES will maintain records and prepare reports as required by the DOEA or the AAAPP.

Additionally, in order to increase program revenues to serve more eligible residents, each participant will be offered a free and voluntary opportunity to contribute to the cost of his/her service. No participant will be denied service if they elect not to donate to the cost of their service. Likewise, CARES will seek voluntary contributions and/or supplies from the business community and volunteer assistance from Pasco County residents in order to support the Chore Program goals.

III.A.3. EXPLANATION/OUTLINE OF PROPOSED STAFFING

Title	FTE or PTE	Responsibilities	
President-CEO (Administrative rate of 5.9%)	FTE	Oversees the integrity and financial responsibility of the programs. Conducts outreach activities. Write additional grant request (United Way and others) to augment the OAA grants.	
Chief Financial Officer (Administrative rate of 5.9%)	FTE	Oversees the financial accuracy in the areas of budgeting, monthly reporting to the AAAPP, AP and AR, payroll, and provide direct supervision to the IT Administrator and the Accounting supervisor.	
Chief Operating Officer (Administrative rate of 5.9%)	FTE	Oversees operational aspects ensuring program fidelity and integrity. Provide direct supervision to the Program Accountability Supervisor.	
Human Resource Coordinator (Administrative rate of 5.9%)	FTE	Responsible for maintaining personnel records, general orientation for new staff, benefits reconciliation, coordination of specific trainings and worker compensation liaison activities.	
Receptionist (Administrative rate of 5.9%)	FTE	Responsible for answering and routing incoming calls.	
Finance Assistant/Payroll Administrator (Administrative rate of 5.9%)	FTE	Responsible for AP and AR, payroll related activities, tracking of OAA donations from clients.	
IT Administrator (Administrative rate of 5.9%)	FTE	Responsible for the maintenance and proper functioning of CARES computer systems and programs.	
Administrative Director (Administrative rate of 5.9%)	FTE	Responsible for the primary secretarial duties for CARES President-CEO and the Board of Directors.	
Programs Accountability Supervisor	FTE	Provides direct supervision for all administrative staff working under the OAA and LSP Grants. Complete monthly surplus-deficit reports. Responsible for the completion and submission of monthly and quarterly outreach reports. Responsible for the tracking of OAA and LSP spending. Responsible for the monitoring of OAA and LSP needs and trends in services. Responsible for maintaining and keeping OAA waiting list.	

Program Coordinator/ Screening & Assessment Specialists	` '	Responsible for completing home visits with the purpose of conducting initial and annual assessment with the clients for the Chore service. Responsible for the overall completion of intakes,
		scheduling, CIRTS data entry and other clerical activities associated with the Chore services. Responsible for ensuring that Client Satisfaction Surveys are mailed to the clients on a monthly basis
		following service delivery.
Chore Workers	FTE	Responsible for the delivery of quality direct services to the clients.

CARES employees 4 full time Chore positions. These workers are geography located in the county to allow for efficient service scheduling.

Subcontractors/1099 Personnel:

CARES does not subcontract for Chore Services.

III.A.4. CURRENT / PROPOSED JOB DESCRIPTIONS, QUALIFICATIONS AND TRAINING

Level of Professionalism/Training

CARES Community Care Management Department benefits from both the educational and professional experience of its staff as the following list will indicate:

Position	Qualifications	Experience in the Social Services Field
President- CEO	BS – Management & MPA-master's in public administration	30 years
Chief Financial Officer - CFO	BS/BA – Accounting MBA & CMA	40+ years
Chief Operations Officer	BS – Organizational Communications/Development	27 years
Program Director	BA – History MAT in progress	30+ years
Case Manager/QA Supervisor	BSW	12 years
Programs Accountability Supervisor	AA-Finance – AS-Business BFA- Communications	15 ½ years
Program Coordinator – West	High School Graduate	4+ years
Program Coordinator – East	High School Graduate	3 years
Screening & Assessment Specialist	High School Graduate	4+ years
Chore Workers	High School Graduate	7+ years (average)

Training

There is a direct correlation between effective service delivery and training. To that end, all Chore Department personnel undergo pre-service training as well as one-on-one training with his or her immediate supervisor or senior Chore worker. Additionally, all Chore Department staff are required to attend mandated in-services indicated within CARES annual training program.

All CARES' staff providing direct or indirect care/services to clients are provided on-going training at both formal seminars and monthly staff meetings including the following topics:

- a. Overview of the Aging Process
- b. Overview of the Aging Network: ADRC, DCFS, AHCA, DOEA, and Local Social Services Agencies and Resources
- c. Client Confidentiality and HIPAA Guidelines and Procedures
- d. Communication and Interviewing Techniques

- e. Observation of Abuse, Neglect or Exploitation DCFS/APS Guidelines and Procedures
- f. Overview of DOEA Required Documents and Assessment Forms
- g. Clients' Case Record Maintenance and Requirements
- h. Basic Concepts of Aging and Alzheimer Disease
- i. Basic Infection Control Procedures and Communicable Diseases
- i. Universal Precautions
- k. Computer Training CIRTS, ARTT and Microsoft Software/Database Systems
- 1. Continuity of the Case Management through to care continuum when consumers move from one program to another (e.g., CCE to Managed Care Programs).

CARES make every effort to follow all State and Federal Labor Laws and it is for that reason that since August 1, 2010, all existing and new employees whose jobs involve working with vulnerable adults and senior citizens are required to successfully pass the Level 2 Background Screening. All staff members are informed that the Level 2 Background Screening includes live scan fingerprinting along with the completion of the Direct Service Provider Attestation Form, the Background Screening Appointment Form and the Affidavit of Good Moral Character. Level 2 Background Screening is renewal every five (5) years.

Each employee must attest, subject to penalty of perjury, to meeting the requirements for qualifying for employment pursuant to background screening standards set forth in Chapter 435 and section 430.0402, Florida Statutes, and must agree to inform CARES immediately if arrested for any of the disqualifying offenses listed in those statutes while employed by CARES.

Attachment V Current Job Descriptions

III.A.5. COST EFFICIENCY AND PROGRAM EFFECTIVENESS PLAN

CARES has been serving the needs of the elderly and disabled residents of Pasco County for 46 years as the Lead Agency through grant funding from the Department of Elder Affairs and the Area Agency on Aging of Pasco and Pinellas, Inc., Department of Children and Families Services, Pasco County CDBG and United Way of Pasco County.

As DOEA/AAAPP's Lead Agency in Pasco County, CARES will provide individualized screening and assessment services with a collaborative, multi-step process designed to identify needs and ensure timely access to, and coordination of needed supportive services. The Chore Unit team will provide intake and assessment and home and community-based services to frail elders in Pasco County to assist them with maintaining their autonomy and independence in their home and/or community.

CARES has the ability to accept referrals and provide services on a countywide basis through an experienced team of professionals including our Screening and

Assessment Specialists (these staff members are responsible for the completion of the DOEA Assessment for all OAA Homemaking and Chore clients), Homemakers, HHAs and other support staff members who have the experience and knowledge of available community resources and program guidelines and procedures.

The Chore Department is managed by the Program Accountability Supervisor under the supervision of the Chief Operations Officer with the ability to be contacted on a 24-hour basis via a designated cell phone line.

The Chore Department is an integral part of the continuum of care (OAA, LSP, ADI, CCE and HCE) within CARES. From the assignment of the initial referral/APCL consumer, the Screening and Assessment Specialist or the Case Manager serves to promote cooperation, coordination, and facilitation of the consumer's care along each step. Screening and Assessment Specialists serve as facilitators along the continuum of care ensuring efficient and collaborative utilization of service resources while maintaining favorable outcomes and quality care. From the initial consumer referral/request The Chore Department staff act in accordance with the mission of CARES Chore Program, which is to provide quality Chore services to enable consumers to remain in their homes in a clean and safe environment.

Goals of CARES Chore Department:

- a. Provide cost effective service that meets DOEA outcomes and ensures quality service delivery.
- b. Complete an accurate assessment of the consumer's physical and psychosocial needs and problems.
- c. Optimize efficiency and effectiveness of the consumer's request by developing a Chore Service Plan that meets the consumers' needs in a timely manner.
- d. Evaluate service provision and consumer satisfaction.
- e. Ensure that consumers are receiving appropriate levels of Chore Service.

The Program Coordinator and Chore Coordinator follow these seven general steps to ensure proper delivery of chore services.

- a. Client Assessment and Completion of AAAPP Prioritization Form
- b. Completion of Chore Care Plan/Service Order Form
- c. Completing of Service Request form to forward to CARES Home Health Department
- d. Follow- up with CARES Home Health Department to ensure the start of service
- e. Case Record Recording/Reporting
- f. Quality Assurance
- g. Case Record Closure

Program Effectiveness Plan:

The effectiveness of Chore services can be measured through client satisfaction with the service and the achievement of positive outcomes. To evaluate service satisfaction each month CARES mails Client Service Satisfaction questionnaires to a random number of clients. Additionally, the Department of Elder Affairs has developed a specific set of outcome measures upon which desired results can be evaluated. The ability to attain desired outcomes relating to ADLs and IADLs can be problematic since deteriorating medical conditions are often outside of the realm of Chore services. The DOEA outcome measures provide a foundation upon which the effectiveness of Chore services can be evaluated. The following are domains in CARES Chore Department which are integral in achieving effectiveness.

Organizational characteristics necessary to provide quality Chore services are:

- a. Level of Professionalism/Training
- b. Organizational capacity to provide Chore services
- c. Staffing/Wages and Benefits
- d. Process and Procedures to meet DOEA Guidelines
- e. Outcome/Evaluation

Organizational capacity to provide OAA Chore:

The following is a broad overview/outline of distinct divisions within CARES. All divisions/structures within the organization play a critical role in meeting staffing, financial, and reporting requirements.

Each major program area has a department director reporting to the President/Chief Executive Officer or Chief Operations Officer. Each department director assures that the fiscal, care management, home health, and support services operational goals are attained. CARES obtains an annual agency-wide financial and compliance audit. The fiscal operation is centralized under the direction of the Chief Financial Officer.

President/Chief Executive Officer

The President/Chief Executive Officer has overall responsibility for the operation of CARES and is accountable to the Board of Directors. She has been employed by CARES since December 2015. She has a Masters' Degree in Public Administration with Public and Non-for-Profit Business concentration. Additionally, she has worked both in the aging and social work area for over twenty-nine years with the last twenty-three years managing DOEA Programs in Florida.

On January 2018, Jemith also earned a certification as an Adult Day Care Alzheimer's Disease and Related Disorders Trainer from the University of South Florida and the Florida Policy Exchange Center on Aging. On 2013, Jemith earned her accreditation from the Florida Department of Elder Affairs and the University of South Florida as an Administrator of an Assisted Living Facility.

Furthermore, Jemith has also completed over 200 hours of continuing professional education credits over the course of the past five years from the Center for Professional Development at the Florida State University – Elder Leadership Institute and the University of Miami School of Medicine. Jemith has served on several committees for the Florida Association of Service Providers (FASP), the Florida Council on Aging (FCOA), Pasco Aging Network (PAN), Florida Association of Free and Charitable Clinics (FAFCC), Home Care Association of Florida (HCAF), American Society for Public Administration (ASPA) and several civic and community groups including the The Concourse and the Rotary Club.

Chief Financial Officer

The Chief Financial Officer has been employed by CARES since October 2018 and has over forty years related experience in the grant management/accounting disciplines. He is responsible for the compilation and submission of all financial reports and payments requests made to the Area Agency on Aging of Pasco-Pinellas, Inc., for our federal and state funded programs. Prior to submission of these reports or requests, verification of billed units and data are made by personnel in the Community Care/Case Management Department with final approval from the Programs Accountability Supervisor.

The Chief Financial Officer oversees fiscal staff who handles all state and federal grants. Additionally, the Accounting Supervisor, the Billing Specialist, and the IT Administrator are under the direction of the Fiscal Department. He has a <u>hands-on</u> supervisory approach to overseeing all aspects of the CARES financial status. He has experience implementing systems and building out sophisticated and flexible reporting capabilities as well as putting controls, processes and procedures in place to support the company as it scales. He is the point of contact for external auditors, and governmental and regulatory agencies.

He has a <u>hands-on</u> supervisory approach to overseeing all aspects of the company. He has experience implementing systems and building out sophisticated and flexible reporting capabilities as well as putting controls, processes and procedures in place to support the company as it scales. He is the point of contact for external auditors, and governmental and regulatory agencies.

Chief Operating Officer

The Chief Operating Officer brings over 25 years of experience in health care and non-profit management. She has knowledge and experience with Department of Elder Affairs funded programs having been employed for fifteen years at an Area Agency on Aging. The Chief Operating Officer is responsible for the oversight and coordination of the Care Management Departments which includes the Chore Department. She is responsible for efficient and effective departmental operations and as well as ensuring regulatory, contractual and agency requirements are met.

Chore Department /Care Management Department

The organizational capacity of CARES chore Department a sub-department of CARES Care Management Department relates to the experience of the CARES personnel whose day to day responsibilities relate directly or indirectly to it.

The Programs Accountability Supervisor has been with CARES since 2017 and functions as the Contract Manager for CARES' OAA Programs, VA, MCO and Private Pay programs. As such, she is the Contract Manager for CARES' OAA Homemaker, Chore and Adult Day Care Programs. She assures that the programs and personnel are following the Policies and Procedures established by the Department of Elder Affairs, the Area agency on Aging of Pasco-Pinellas, Inc., and CARES.

The daily supervision of the CARES chore Department's West Pasco site is under the Chore Program Coordinator who has been employed with CARES for the last four years. The daily supervision of the Chore Department East Pasco site is by the Intake/Clerk who has been employed by CARES for over 13 years.

Screening & Assessment Specialist, West Pasco site and Program Coordinator, East Pasco site, are responsible for the assessment and re-assessment of chore clients and are the primary program and resource liaisons for chore clients. The Screening & Assessment Specialist, West Pasco, has been employed with CARES for one year. Chore Program Coordinator and Intake/Clerks ensure participant eligibility, service coordination, and adherence to program goals and objectives. Program Coordinator and Intake/Clerks also assist with service coordination, service monitoring, reconciliation, etc.

The Project Supervisor meets regularly with the Program Coordinator and Intake/Clerks to discuss issues of the Chore Department and participate in planning, developing and coordinating Chore Department goals, objectives and strategic plans.

Reporting and data entry in CIRTS are conducted at the CARES Administrative Office in Hudson, FL. CARES CIRTS data entry workers have established an excellent working relationship with the Area Agency on Aging of Pasco-Pinellas Data Management personnel. CARES CIRTS data entry workers are responsible for entering all client specific data in CIRTS, received service data and for report queries, as well as, reconciliation of programmatic data and work closely with CARES Fiscal Department.

III.A.6. DOCUMENTATION OF EFFECTIVE MANAGEMENT / SERVICE QUALITY,

Attachments VI

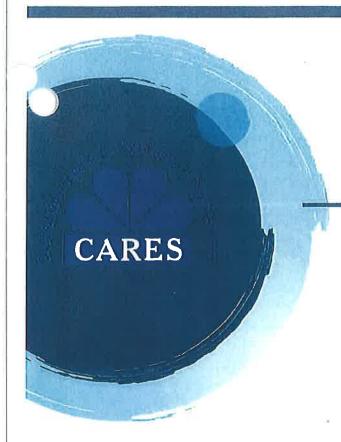
- a. DOEA 2020 Adult Care Food Program Monitoring
- b. ACHA 2019 ADCs Monitoring
- c. Department of Veterans Affairs VA 2019 Monitoring
- d. ACHA 2019 Home Care Agency Monitoring (Survey Visit)
- e. ACHA 2019 Home and Community-Based Monitoring

Attachment VII

- a. Pasco County Senior Services Letter of Support
- b. Mike Fasano Pasco County Tax Collector Letter of Support
- c. Seniors in Service Letter of Support

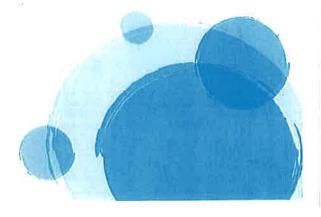
IV.A. TRANSITION PLAN

CARES is a current Older Americans Act provider therefore no Transition Plan is required.



Audited Financial Statement

Attachment VIII



I.B.2 CERTIFICATION OF 30 DAYS OPERATING FUNDS

Community Aging & Retirement Services, Inc., dba CARES, typically has 60-days minimum operating reserve in comparison to the total Lead Agency program budget.

CARES also has access to a \$250,000 working capital line of credit with CenterState Bank.

I certify that CARES meets the 30-day minimum operating funds requirement.

Jemith Rosa, President/CEO

Attest - Michael Neumann, CFO

7 .

Date

I.B.3 STATEMENT OF NO INVOLVEMENT

I, <u>Jemith Rosa</u>, as an authorized representative of Community Aging and Retirement Services, Inc., certify that no member of firm nor any person having interest in this firm has been awarded a contract by the Department of Elder Affairs or Area Agency on Aging on a noncompetitive basis to:

1) develop this Request for Proposals;

2) perform a feasibility study concerning the scope of work contained in this RFP; or

3) develop a program similar to what is contained in this RFP.

Authorizet Representative

7/11/2020 Date

REQUEST FOR PROPOSAL AND CONTRACT TERMS AND CONDITIONS

I, <u>Jemith Rosa</u>, as an authorized representative of Community Aging and Retirement Services, Inc., certify that, if selected as the successful applicant, this agency/firm agrees to all the terms and conditions set forth in the Request for Proposal and contract.

Authorized Representative

Date



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

6/12/2020 THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER, THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER. IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(les) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s). PRODUCER CONTACT NAME: Rebecca Sengaroun Wallace Welch & Willingham, Inc. P(IONE (AIC, No, Ext): 727-522-7777 FAX, No): 727-521-2902 300 1st Ave. So., 5th Floor Saint Petersburg FL 33701 ADDRESS: certificates@w3ins.com INSURER(S) AFFORDING COVERAGE NAIC # INSURER A: Markel Global Reinsurance company 10829 CARESOO-0 INSURED INSURER B : Community Aging and Retirement Services, Inc. dba 12417 Clock Tower Parkway INSURER C Hudson FL 34667 INSURER D INSURER E : INSURER F REVISION NUMBER: COVERAGES CERTIFICATE NUMBER: 242787080 THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES, LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. ADDL SUBR INSD WVD TYPE OF INSURANCE POLICY NUMBER X COMMERCIAL GENERAL LIABILITY FITGL337682020 6/1/2020 6/1/2021 EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 X CLAIMS-MADE OCCUR \$ 1,000,000 \$10,000 MED EXP (Any one person) PERSONAL & ADV INJURY \$1,000,000 GEN'L AGGREGATE LIMIT APPLIES PER: GENERAL AGGREGATE \$3,000,000 X POLICY L L PRODUCTS - COMP/OP AGG \$3,000,000 OTHER: COMBINED SINGLE LIMIT (Es accident) \$1,000,000 AUTOMOBILELIABILITY FITAU337882020 6/1/2020 6/1/2021 BODILY INJURY (Per person) OTUA YNA X OWNED AUTOS ONLY HIRED AUTOS ONLY CHEDULED BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident) Х \$10,000 UMBRELLA LIAB **OCCUR** EACH OCCURRENCE EXCESS LIAB CLAIMS-MADE AGGREGATE DEO RETENTION \$ WORKERS COMPENSATION LER H. STATUTE AND EMPLOYERS' LIABILITY ANYPROPRIÉTOR/PARTNER/EXECUTIVE OFFICER/MEMBEREXCLUDED? (Mandatory in NH) E.L. EACH ACCIDENT N/A E.L. DISEASE - EA EMPLOYER f yes, describe under DESCRIPTION OF OPERATIONS below E.L. DISEASE - POLICY LIMIT \$1,000,000 Each \$1,000,000 Each \$3,000,000 Agg \$1,000,000 Agg FITGL337682020 FITDO337882020 6/1/2020 6/1/2021 Professional Liability Directors & Officers DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES ACC Coverage Extending to All Locations Including; 6640 Van Buren St, New Port Richey, FL 34652 13906 Fifth Street, Dade City, FL 33525 12417 Clock Tower Parkway, Hudson, FL 34667 4136 Barker Dr, New Port Richey, FL 34652 CERTIFICATE HOLDER CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. Information Only 12417 Clock Tower Pkwy. **AUTHORIZED REPRESENTATIVE** Hudson FL 34467

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		GROSS AVAILABLE HOURS	1,638	1,508.0	00°	777	12.	7,080	2087	300.	2,080	BEN	2080.	2,080,	48	18	2,080	5	1	2,080	7080	2,080.0	1,8120	N SA	1,812	7,430.0	2,000,0	1,222	1,196,0	2,080.0	1209	1,580.0	2000	2 5 8	2,080.0	1,469.0	1,612	1,690.0 658.0 1,638.0 299.0
		PROPOSED	37,440,00	14,500,00	7,72,00	36,160,00	25,708.00	22,880.00	7,020,00	3,497,00	20,900,00	888	5,928,00	7,450.00	30,488,00	726.00	35,006,00	20.389.00	15,305.00	3,920.00	24,980,00	45,750.00 24,274,00	7,732.00	4,058,00	14,508,00	2.265.00 14.300.00	7,040,00	19,656.00	9,4362,00	2,680.00	12,090,00	77,180,00	2,600,00	8.190.00	72,100,00	3,861,00	14,508.00	21,970,00 10,296,00 20,280,00 3,289,00
	8	8 2															101	10000		13			64.							4 ()								
CARES	% Increased by:	PROPOSED																																				
PERSONNEL COSTS WORKSHET BUDGET YEAR December 31, 2021 RECIPIENT NAME: Community Ading & Radiement Sovices, Inc die CARES		CURRENT	37,440,00 36,036,00	14,508.00	7,722.00	30,160,00	27,704,00	22,886,00	7,020.00	13,497.00	27,040,00	2,770,00	5,826.00	27,450,00	30,488,00	11,726,00	35,006,00	20,389,00	15,306,00	23,920,00	24,960,00	45,780,00 24,274,00	17,732,00	4,056.00	14,506.00	4,300,00	73,317.00	19,656.00	14,362.00	22,680.00	12,090,00	17,160.00	2,600.00	6,190,00	20,389,00	3,861,00	14,508.00	21,970,00 10,296,00 20,290,00 3,269,00
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KSHEET on 31, 20 unity Agin		S NOTE	Administrator of Conton Servi	wel Coord ore Worker	nehitr/Con	Office Mor	DC LPN-Wed	Innernation/Companions DC Activity CoordWast	Case Memoir	&Weffress	Date Ent	Coord	Homemaker/Comp HPI Administrator	Program	ome Health Ade R Health Clinic		1	L Wedne	Carlos Ass	COUNTING SUCT	Series	ogram Dir usunuru Cir Qualodlan	TS Date Entry So	makeriCompan	rs Center Mares	Contraction of the contraction o	malter/Dor	ste Naregar scaptionist tales Coord	makeriCor	Prove Worker	A Char	istrative Ass	bnemsker/Companion	tty Coord	A. Wellne	II) & Wellin	Ver Co	materiCo
December Comment	9	W.S	Dirof	Trave C	N N	0 E S	200	N N	¥ 3 4	10	Home	7.	Home HPH Ad	3 6	SSE	Town		Í	50	ADCA	6	Manuel	10	N N	86	Town Town	Home	Recordori Intales Coo	Nome:	200		NAME OF THE PERSON OF THE PERS	Home	\$ \$ 8	88	Health		SESE.
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PERSY	Fern Re	Mre	Adoba	Anderson, F. Ansley, R.	Arter	Pet 1.	Bet, B	Bloods Boles, B.	Bost X	Brock,	Byrne.C		Chritica	Curter	Cuyler		Oldon	0	A T	Part of the Control o	Coding	Gomez.J.	96	Hayes	Holton, G. Hooka, A.	Index A	Johnson	555	1	Larkon		4	Marie	Hoose	1	Pade	2	Robbin Roma Roma

PERSONNEL COS BLDGET YEAR RECEPIENT NAME	PERSONNEL COSTS WORKSHEET BLOCET YEAR: Desember 11, 2021 RECIPIENT KALE: Commanily Asing & Reforment Sevices, Ins dia CARES	evices, he due (3463									200			Ř			H	
Forn Revent July 18, 1025	10	•	% Provent by:	-						Ĺ	-Simplemont	Consersi Co	ersi Cost Pinol	ľ	Add Day Care			See Ald	- 1
STATE	NOTION DESCRIPTION	CURRENT	PROPOSED	PROPOSED	GROSS AVAILABLE HOURS	HOUDAY	SICK	ANNUAL BELL	OTHER NET NET SELVELE AVAILABLE TANK HOURS	T. SEE	% OF TIME	HOUNT		84		WAGE	86	HRAMI	S C
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Sentendo, C.	CNA CONTRACTOR CONTRACTOR	5,291,00	• •	5,297,00	481,0				3	919						a s		(e)e	
Sertions, D.	H R Director	45,780,00	•	45,780,00	2,080.0	3	104.0	104.0	3		100,001	1,808.0	45,780,00		•	00.90			
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Such R.	Homemaker/Companions	12,000,00		12,000.00	1,300.0				. 2	18					•	• •		c e	
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TOTAL HOURS									198,527,28	8	ţ.	TABLE			22,863.1			10,996.7	
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SALPHIPED LIGHT COST METHODOLOGY PERSONNAL COSTS WORKSHEET BLOGGY TRAKE December 31, 2021 RECIPIENT MAKE Community Agins & Retirement Sewices, Inc dia CARES		Forn Resheet July 18, 2023	STAF	Averez.K.	Mary R.	thmaz S.	Toda,V.	ct, B.	deeff.L codpood.(X X	rare,T.	OWN IN	TO CO	Y.	Introduction of the series	offero.L	Lyler, K.	-	Y	andell.S.	LOET.	Mary.J.	A U	odine.C.	Other, E.	ď	Ź,	No other	often.G.	Presto K	7	Mrsen.A.	noct.	W.P.	TANGOLG.	arehell D.	Part H	over.B.	Parent R.	i i i	TY.C	Mark S.	Y.Y.	others.	Sement,
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		Activities	WAGE	360,36	14,508,00	e:e::•	* *		88. S	S#14	10.2	di.). I	8,320.00	52			24,390,40	11,115.00							24.274.00			14,508.00	2265.00		10 858 00		1.1	10	••	9,952.80	į	4,3/0,40	2007		• •	12,742,60	1,702.40
		ervices &.	#W.MET	16.4	2080			• •	• •	• •	•		• •	07	•		٠.	352.0	280	٠.	٠.	• •	4.0	٠.	. S.	9		• •	1,612.0	280.0	100	e a	90	-	•		804.8			0.20	101	• •	. 28	
h		Nen-DOEAS	H SMIT H	1.00%	100.00%									100.00%				80.00%	100.00%							100.00%			100.001	100.00%		100.00%					58.00%		2000	2002			58.00%	S&.00%
		-	WAGE	35'136'1		715.00	6,615.20		2,516,80	1.192.40	•))•	2.146.00		٠.	•31	7,312.38	1 100,00	A. 128.40	506,30	٠.		17,722.00			4,578.00	1,856.40	4,058,00	2.844.00				4 9	572-10			8,704,80	2,917.20		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1,847.36		٠.	4,833.40	3,447,50
	9	(T2) pitte (tn-Home	PAUNT	344.0		35	397,8		224.8	ા કુ	636	, O			•())	307.4		5 a	· 3	٠.	٠.	.580.8			180.8	154.7	27.2	1 284	0				F.10	1000		See.	265.2	6 -	•	1950		10.00	371.8	2765
		Res	NO SE	21.00%		5.00% 15.00%	22.00%		22.00%	17,00%		22,00%				17,00%		-	\$00%			10000			10,00%	17,00%	15.00%			200 30	3000		5,00%			72,00%	17.00%	***		4.00.7r			22.00%	77.00%
			WAGE	5,405.40		00,1981	301.60	٠.	1,635.20	69,770	£184	1294.00	10 E E		410	183.64	60905			••			• •	• •	.372.80	838.20	35200		• • •		60	av v	3434			739.7	* • •	e e e	950	•00 • 00	4.00		(le	W W
	g ·	Peternii Carr	PANNT	7.852		. 6.78	18.1			2000		7540	٠,			470.1			٠.	٠,					54.2	238.6	8 8	9	•			ev ,	٠.	٠.		. 3	• •			•::•::	e e			* *
		ď	No.	5.00%		\$0.00%	1.00%		8.00%	S8.00%		8,00%				8.00%									3.00%	S.00%	5,00%	97.00.78								8.00%								
			ROPOSED	35,640,00	14,508,00	7,722.00	30,160,00	25,708.00	72,880,00	7,520,00	27,299,00	14,300,00	27,040,00	3,770,00	2,860,00	44,004,00	22,008,00	30,486,00	11,115,00	20,800,00 35,008,00	22,389,00	22,185,00 15,305,00	34,000,00	24,960,00	44,780.00	10,520,00	888		14,508.00	14 300 00	1,040,00	31,280,00	13,442.00	25,709.00	22,424.00	12,090.00	17,150.00	45.780.00	8,190.00	72,100,00	16,159,00	14,508.00	21,570.00	3,289,00
174			2000				• •	× IX			• •				•••	29	(800)			٠.	•::•:				• • • •			• • •		639		0.01			•:•	χ,	• • •	00000	65 % (1	•••		0 10		××
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	NORK, INC CO		CURREN	36,040	14.508	7.722	30,180.0	22,880.0	11,440,0	7,020,7	27,280,0	13,497.0	27,040.0	3,778	2,960.0	43,014	77	30,488	11,736	35,000,0	22,280.0	15,305.0	35,000.0	7, 20	45,780	5	27,040,0	12 520	14.508	14,300	1,040,0	19 658	13,442	25,709,00	22,880.0	6.966,0	17,160,0	45.780.0	8,190.0	72,100.	16,159.0	6,630. 14,508.0	71.970.01	3,280.0
FELDER AFFARS THOCOLOGY CHEET # 31, 2021	only Aging is Yadreman ve		THON DESCRIPTION	nistrator Inical Services	Sord	altar/Companions	a Mor	in Asst.	aherCompanions	finity Coord,-West	announ	,	Data Entry Specialist leath Alda	boord	aher/Companions	niviatratas	POGRAM COOK	II Care	ater/Companions	aracter.	Vorbar I Wellness Educator	1	alter/Companions fro Supr	Sylly CourtWest orto & Assent Soscialist	Dir Dir	Coord's	Outs Entry Specialise	alur/Companions	orter Manager	ny Cir Custodien	atenCompanions	orist orist	bood	ater/Companions larse	America	re Driver		anager/OA Supervisor	Coord	Wilderson Princeton	shar/Companions A Welfness Educator	alter/Companions	wherCompanions	alar/Companions
COST ME STS WOR	Samuel Sa	100	Ř	Dr.of Co		Hamen	子の元	ADCUP	2	A BO	ADCO	E ŏ	Home H	N. N.	Homem	HX Ad	6	N F	Home	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	T Chare	Z X	Account	O CO C	Program	Service	S S S S	E S	Blers	Month	Homes	Const	A S	Corter	Popular	TO TO	ě	3	And A	88		Homemaker	No.	Money
FLORDA DEPARTACENT OF ELD SILPLIFIED UNIT COST METHOD PERSONNEL COSTS WORKSHEE BLUGGET YEAR. Documber 31.	RECEMENT NAME	Form Randord Johr 18, 2003	STAFF	Adebano, O. Avanaz X.	Anderson F.	Artifary, Y.	Amuda,V. Bell.J.	Betsome,L. Bict., B.	Blower, I. Boodsood, C.	Most, R. Bont, K.	Brancforts, N.	Brock, T. Brown J.K.	Byrne,C.	Caln.D.	Chesten	Clarks	Ourley,E.	Detroky,G.	Dearman Land	Denmark A. Oldforn C.	Dondall, S. Durton, C.	Elle, T.	Embry 1	Codiner.C.	Contain E	Gulbes, C.	Guillanta A. Harter A.	Hardicts.R.	Hooler	Index.A.	James F.	King	Lavester,L.	Lawares.S.	Lintes	Marshall,D. Martille,J.	Manual M.	Name of	HOORE	Mornan, M	Preference D.	Pollmeno, M. Ranskn, V.	Robbing S. Robinson A.	Romerul. Romerul.
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HEED UNIT COST METHODOLOGY
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OCET YEAR.

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STAFF	POSITION DESCRIPTION	CURRENT	PROPOSED	PROPOSED	S M	ROOM	WAGE	P. P.	HEATH	WAGE	NOF TIME	HENCH	WAGE	* OF THE	HRUMI	WAGE
and.	President/CEO	101,065,00		101,055,00		1.			1							ŀ
Sado, C.	Handy Storage Assent Space	15,600.00	٠	15,800,00		٠	٠		*						٠	
Sandoval P.	SNA CNA	5,291,00		5291.00			0	17.00%	#.E	19.00	SALDO74		3,068,78		٠	•
Maga,D.	H R Director	45,780,00		45,780,00		٠	٠		٠			٠	•		٠	•
Market P.	Homemaker/Companions	12.584.00	٠	12 584.00		٠	٠		•	•		٠	٠		٠	٠
bitca C.	Program Assist	18,720,00	,	14,720,00		٠			•	•		٠	٠		•	•
PID'S	Program Asst.	5,480,00	*	S,488,00		٠	٠		٠	•		٠	•		٠	٠
ELY.	HH Scheduler	11,908.00	٠	11,908,90		٠	٠		٠	٠		٠	•		•	•
3,5	Program Accountability Supervice	37,440,00	•	37,448,00		(*)	•		٠	٠		•	٠		į	٠
E E	Service Coord	B. 840.00	٠	E 540.00			٠		٠	٠		٠			٠	•
ALR.	Homemaker/Companions	13,000,00	•	13,000,00		•	274		٠	•		900	•		į	
1 Table 1	Case Manager	37,440,00	0	27,440.00		e	٠		•	•		ě	•		•	٠
A ST	Service Coard	17,160,00	٠	17,180,00		() ()	٠		٠			٠			٠	
Servent P	Case Aldering	15,532,00	œ	15,522,00		•	•		9			٠	•		•	
N. Confedence	A	8,580,00	•	E-586,00	75.00%	Š	6,415,00		٠	•		k	٠		٠	•
T T	Program Assist	16,000,00	٠	15,000,00			(* /		٠	٠		٠	•		٠	
nompaton.D.	Homemanancompanions	11,440,00		11,446,09		•			(*)	٠		٠	•		٠	
Sample of L	Homemaker/Compenions	17.517.00	•	17,517,00		٠	٠	F.00%	9	275.86		•			٠	
atro.E	O.A.	18,304,00	•	1586.08		•	•	1.00 1.00 1.00 1.00 1.00 1.00 1.00 1.00	2	9753	1,00 k	1248.0	13,728,00		•	•
Man, M.	Program Assist	12 808 00		13 M 10		٠	•		٠			e.	•/		•	٠
H.	Dus Cres Tr Dpt	A DBD.00	•	00000		•	•		•	•	1000		1000		٠	•
		71,700,00	•	7,700,00		•	•		•			į	DO-200 / LL		٠	
¥ 1	Partie Works Editor		•00			•	•		•0	·ÿ.	BC.002	70/2	8,874,40		•	
	Communications precio	72 000 00	(10)	1 100 pp		(1)	•00		• , (0	100.003	1,600.0	20,000,00		•	
11	TO PERSONAL PROPERTY AND ADDRESS OF THE PERSONAL PROPERTY AND THE PERS	277.00	010	27.00		00	13		0,0	Ž,	100 nnt	3	A TOP OF			
1	ADC Center MorEast	23.280.00	234	35,280,08		0	0.4			•		9			•	
*	Health & Wellness Educator	12,785.00	•	13,786.00		٠	•		٠	٠		٠			•	٠
Project M.	ð	18,565,00	•	14,585.00					•	٠		•			٠	٠
/ard-utesthern, W.	Elfers St Ctr Custodian	11,944,00	•	11,94,00			٠		٠	•	100,00%	1,385,0	1,94,00		٠	
resolt.	Home	20,020,00	K	20,020,00		•	•		٠	٠		٠	•		•	٠
Westernoon, L.	Homemskiin/Companions	6,850,00		S. 850.00		•	٠		٠	•		•	٠		٠	•
THE PERSON NAMED IN	Clinic Admin Assist	10,400,00	٠	10,400,00		٠			•		100.00%	1.040.0	10,400,00		٠	•
1	HomemakanCompenions	22,186,00	• 0	22,165,00		*	٠		٠	•		•	٠		٠	•
Mary.	Program Applica	13.572.00	*	7.7		٠	٠		•	•		•	•		٠	٠
j	Case Alde	17,550,00	٠	17,280,00		•()	*		•))	٠		٠	•		٠	•
VIS-Bootland,D.	Homemann Company	20,020,00		20,022,00		•			•	•		•	•		•	•
	uedo	21.20.00	• 0	31.200.00				-				٠	-		•	è
	Lindo	CANDELIA	• •		2002	Ì			2000	100		•0	Ten'ing!		• 1	•
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			10	•												
			(ine)	٠												
				0.0000000000000000000000000000000000000												
TOTAL WAGES PERCENTAGE OF WAGES	* WAGES	2,425,536,00	•	2,425,538,00			2, 2, 2, 2, 2, 2, 3, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4, 4,			TA CASE			10 mg			0.0%
TOTAL HOURS						12012			14,168.4			24,301.0			ė	
RESITAGE OF	HOURS					7			2			77			1	

FLORIDA DEPARTMENT OF ELDER AFFAIRS SIMPLIFIED UNIT COST METHODOLOGY I INF TTEM RI INGET PROJECTIONS)),
BUDGET YEAR: RECPIENT NAME:	30 Community Aging & Regirement Sevices, Inc dba CARES	RefrementS	evices, Inc dba	302 CARES	334	383	390	394	356	348	351
Form Ravised July 18, 2003				Service Reference	æ	(2)	(9)	(8)	(6)	(10)	(18)
o o o o o o o o o o o o o o o o o o o	Prior Year University Confe	Proposed Increase/	Proposed	Management & General Cost			Case	1			
	CISCOLLEGICOSES		o 425 536 OA	100 000	Adult Day Care	400 mon and	Management	Chore	_	Companionship	Escort
Wages	205 400 00	10.78	2,425,536,00	451,128.00	307,978,23	136,239,00	314,454,22	118,243,85	19,902,62	21,197.64	·
Travel	45.481.00	-15.6%	38.386.00	1.150.00	2,700,00	2,100,00	12 650 00	27,504.00	2,020.00	7,144.00	8 4 //
Education/Training	6.012.00	20%	6.135.00	1.440.00	195.00	,		200		20.7	• 10
Communications & Postage	68.801.00	1.8%	71.436.00	5.400.00	576.00		564 00	516.00	3		• 19
Califies	68,050.00	1.3%	68,940.00	•	*		•				- 11
Printing & Supplies	30,993.00	14.9%	35,618.00	2,616,00	*	1.834.00	2,328,00	456.00	n	48 00	
Advertising	20,769.00	-28.3%	14,892,00	•	٠	*	•	•			
Insurance	51,403.00	-11,9%	45,288.00	•	٠	**	,	٠		•	- 194
Maintenance & Repair	55,992.00	17,6%	65,820.00		•		1.560.00	٠		ì	- 29
Equipment(non-capitalized less than \$1000 each)	9.839.00	-100.0%		•			•	٠		•	
Professional fees/Legal/Audit	46.748.00	-15.7%	39.400.00	32,700,00		•	,				(3)
Sub-contractors #1 (\$15,000) (reliab)	5.945.00	200	5.945.00	•			,		•		- 11
				٠	٠	•	•	٠	•	(- 19
	46,107.45	15.7%	53,362,00	2.058.64	6.960.00	2.052.00	4.992.00	2.863.61	•	1 020 00	
	6,550.37	9600	6.550.00	•	,	,	,		ı	200	. 14
	9.876.00	382.1%	47.615.00	5.141.36			,	316 30	. 0	9	19
	25,818.00	18.7%	30,898.00	•	*	x	•	8.280.00	4	1	- 11
Depreciation	111,699.00	7.6%	106,599.00	175.68	•	٠	•	•	A**	•	•
Food & Food Supplies for ADC	52,331.00	20.0	52,322.00	•	43,985.00	*	•	•	•	•	119
Other	379,857.18	-0.2%	379,266.00	10,662.00	450.00	×	1,320.00	4,914,00		•	
TOTAL ALLOWABLE COSTS	3,503,257.00		3,904,950,00	542,411.68	426,696,23	160,153.00	388,656.22	159,349.85	21,922.62	29,481.64	
Service Subcontract Allowance (manually input \$25,000/per contract)	5,000/per contract)				*	c		•	•	i	×
Service Subconnact Adjustment					•		•			•	
Regilocate Management & General Costs				(542,411,63)	84,608.14	37,427.74	86,389,98	32,484,09	5.467.67	5.873.44	000
Total Modified Direct Costs					426,696.23	160,153.00	388,656.22	159,349.85	21,922.62	29,481.64	
Reallocate Facilities & Maintenance (Space) costs	SES				119.696.00	19.797.00	49.138.00	18.883 00		7 537 00	
Square Footage Occupied											
TOTAL COSTS BY SERVICE					624 000 27	347 577 746	204 484 90	200 740 04	200 000 000	47 042 00	
Distracted in Unit Valuation					20 503 67	2000	45 000 00	Z101 10:24	21 page 23	00-740°	
Total Costs Less In-Kind by Service					608,416.70	212,377.74	509,184.20	210,716.94	27,390.29	42,842.08	. 4
					000				į		1
Number of Billing Units (esumated)					30,368	4,878	7,650	3,620	476	1,075	1
UNIT COST (Actual Cost)					20.78	44.56	68.52	58.21	57.54	39.85	
the magnetic field.	and the second	Ī	current rates -		12.21	36.66	55.50	43.26	40.00	20.00	20.00
UNIT RATE (Actual Cost LESS in-Kind Support)					20.03	43.54	96.56	5824	57.54	39.85	

Moving for Better Balance 22,361.80 3,240.00 4,536.00 900.00 696.00 IIID Tai Chi-333 (28) Living Every IIID Active 328 2 IIID Healthy Eating Every 325 (25) IIID Matter of Balance 13,908.32 2,460.00 60.00 327 52 Program 15,907.15 3,888.00 300.00 IIID Chronic Pain Self Mgt. 326 25 13,845.05 3,492.00 240.00 IIID Diabetes Self Mgt. 324 ñ IIID Chronic Disease Self 333 2 December 31, 2021 Community Aging & Retirement Sevices, Inc dba 2425,536.00 2425,536.00 38,386.00 6,135.00 71,436.00 63,940.00 35,618.00 14,892.00 45,288.00 65,820.00 53,362,00 6,550,00 47,615,00 30,898,00 106,599,00 52,322,00 379,266,00 39,400.00 5,945.00 -11.9% -100.0% 72.5% -15.7% 17.6% Historical Costs 2,095,793,00 365,192,00 45,481,00 6,012,00 68,801.00 68,050.00 30,993.00 20,769.00 51,403.00 55,992.00 9,839.00 46,107,45 46,748.00 5,945.00 Prior Year Equipment(non-capitalized less than \$1000 each) FLORIDA DEPARTMENT OF ELDER AFFAIRS SIMPLIFIED UNIT COST METHODOLOGY LINE ITEM BUDGET PROJECTIONS (\$75,000) (\$0) (PEOPLE - payroll) (\$0) (Gorzycki - Lee) (\$0) (misc other) Sub-contractors #1 (\$15,000) (rehab) LINE ITEM EXPENSES Professional fees/Legal/Audit Communications & Postage Maintenance & Repair form Ravised July 18, 2003 RECIPIENT NAME: Printing & Supplies Sub-contractors #2 Education/Training BUDGET YEAR Advertising Instruance

434,942.18 91,184.00 8,580.00 3,300.00

Homemaker

8 (52)

H

3,000.00 1,320.00 672.00

6,550.00 1,675.75 5,280.00

5,945.00

9,449.44

510.26 5,849.74

156.00

228.00

417.68 1,934.32

312.00

600.00

3,800.00

2,800.00

2,800.00

382.1%

19.7% 9,0

25,818.00 111,699.00 52,331.00 379,857.18

3,503,257.00

Service Subcordact Allowance (manually input \$25,000/per condact) Service Subcordact Adjustment

15.7%

Sub-contractors #3 Sub-contractors #5

Sub-contractors #4

Program Supplies

6,550.37 9,876.00 5,945.00 6,550.00

26,445.00

41,831.80

6,969.82

20,456.32

25,647,15

598,343.37

Reallocate Management & General Costs	5,296.17	3,803,53	4,370.03	3,820.91	1,444.45	1.262.02	6.143.26	119 487 83
Total Modified Direct Costs	25,246.33	20,689.05	25,647.15	20,456.32	6,609.89	6,969.82	41,831.80	591,793.37
Reallocate Facilities & Maintenance (Space) costs	717.00	747.00	717.00	717.00	717.00	717.00	717.00	94.982.00
Square Footage Occupied								
TOTAL COSTS BY SERVICE	34,259.50	25,209.58	30,734.18	24,994.23	8,771,34	8,948.84	48.692.06	812.813.20
Budgeted In-Kind Valuation	3,117.69	2,543.12	3,070.15	2,126.10	880.11	968.89	4,693.61	
I oral Costs Less in-Kind by service	28,141.87	22,555.46	27,664.03	22,868.13	7,891.23	7,979.95	43,998.45	812,813.20
Number of Billing Units (estimated)	12	15	14	8	4	4	26	22,393
UNIT COST (Actual Cost)	2,804.96	1,680.64	2,195,30	833.14	2,192.84	2,237.21	1,872,77	36.30
current rates -	2,338,27	1,525.87	1,973.67	646.82	1,980,24	2,180,00	1,524,71	23.89
UNIT RATE (Actual Cost LESS In-Kind Support)	2,345.15	1,511.10	1,976.00	762.27	1,972.81	1,994,99	1,692.25	36.30

Food & Food Supplies for ADC TOTAL ALLOWABLE COSTS

FLORIDA DEPARTMENT OF ELDER AFFAIRS	-8				'n		82		
SIMPLIFIED UNIT COST METHODOLOGY LINE ITEM BUDGET PROJECTIONS				Ş	Ş				
BUDGET YEAR: RECIPIENT NAME:	December 31, 2021 Community Aging & Retirement Sevices, Inc dba	Retirement.	Sevices, Inc dba	35	2				
Form Ravised July 18, 2003				(Q)	(52)				
		Dunnand				The state of the s	Non-DOEA	Fundraising	
INNE TENEDOENCE	Prior Year Historical Costs	Increase/	Proposed Budget Totals	Personal Care	Respite (in- Home)	Total Program	Services &	Unallowable	Check for Total Costs
Wages	2,095,793.00	15.7%	2,425,536.00		170,026.93	1,676,268.44	298,139,56	ı	л.
Fringe	365,192.00	12.5%	410,892.00	13,696.00	47,860.00	333,812.00	47,140.00	el	*
Travel	45,481,00	-15.6%	38,386.00	182.00	90.00	34,396.00	7,840.00	X (:	
Communications & Destace	COULTY OF STATE OF	2.0%	74.78.00			25.50	480.00	ni i	9. J
	68.050.00	100	68,940.00			3.000.00	65.940.00	C 10	
Printing & Supplies	30,993.00	14.9%	35,618.00	48.00	48.00	6,778.00	25,949.00	275.00	•
Advertising	20,769,00	-28.3%	14,892.00	6	•	672.00	11,520.00	2,700.00	•//
Insurance	51,403.00	-11.9%	45,288.00		•	E.	45,288.00	•0	
Maintenance & Repair	25,992.00	17.0%	65,820,00	•	•	1,560.00	64,260.00	t e	£:
Equipment(non-capitalized less than \$1000 each)	9,839.00	-100.0%	2000	•		•	, 000.0	E.	.:
8,	45,748.00	-15.73	38,400.00	•	•5	. 048 00	6,700.00	10	٠
Sub-contractors #1 (315,000) (rendo)	00.040.0	toro	00.046.0	•		2,843,00	<u>()</u> 1	()	•
	AR 107 45	16.7%	K1 287 00	2 600 29	7 M8 09	28 004 27	12.309.99	()	
	6 550 37	200	6.550.00	Chooks	Paris's	6.550.00	-		
Sub-contractors #5 (50) (misc other)	9,878.00	382.1%	47,615.00	4,373.63	. 10	14,149.83	28,323.81		· ·
Program Supplies	25,818.00	19.7%	30,898.00	•		30,898.00	•	10	
Depreciation	111,699.00	4.6%	106,599.00	•	•	ě	106,423.32	1:	•
Food & Food Supplies for ADC	32,331.00	200	270 266 00	•	5	43,985.00	8,337.00	- 27 878 OO	
TOTAL ALLOWABLE COSTS	3,503,257.00	277	3,904,900,00	79,721.33	225,013.02	2,236,787.64	1,084,850.68	40,850.00	Ċ ñ
2									
Service Subcontract Allowance (manually input \$25,000/per contract)	5,000/per contract)			aî.	•		, 8		
Service Subcontract Adjustment				ě	c		3	E6	
Reallocate Management & General Costs				15,957.18	46,710.00		87,905,25	00'0	(4)
Total Modified Direct Costs				79,721,33	225,013.02		1,084,850.68	40,850.00	
Reallocate Facilities & Maintanance (Space) costs	sts			24,713.00	20,580.00		(360,345.00)		
Square Footage Occupied									
TOTAL COSTS BY SERVICE				120,401.51	282,303.02		806,410.93	40,850.00	
Budgeted In-Kind Valuation Total Costs Less In-Kind by Service				120,401.51	292,303.02		806,410.93	40,850,00	
				3					
Number of Billing Units (estimated)				3,234	11,643		n/a	nla	
UNIT COST (Actual Cost)				37.23	25:11		n/a	nfa	
			current rates -	20.00	20.00				
UNIT RATE (Actual Cost LESS In-Kind Support)				37.23	25,11		n/a	n/a	

PSA County Name: Pasco Fiscal period: Jan 1, 2021 to Dec 31, 2021 Provider Name: Community Aging & Retirement Services, Inc.d/b/a CARES

ORIGINAL DATE: REVISED DATE: REVISION NUMBER:

6/30/2020

III.B.2 SUPPORTING BUDGET SCHEDULE - Unit Cost ** (Indicate all DOEA funding sources applicable to your agency)

Unit Cost Schedule

Eunding Source
(x) ADI
(x) CCE
() Elderly Meals
(x) HCE
(x) LSP
(x) MW

		334	393	390	394	356	8 8	351	323	324	326
Form Revised July 18, 2003	(Service Reference)	3	(2)	(9)	(8)	(6)	(10)	(18)	(22)	(23)	(24)
DESCRIPTION	TOTAL	Adult Day Care	Case Aid	Case Management	Chore	Chore (Enhanced)	Compani	Escort	IIID Chronic Disease Self Mgt. Program	IIID Diabetes Self Mgt. Program	Chronic Chronic Pain Self Mgt. Program
Total Budgeted Cash Costs Add Inkind Cost (b) Total Budgeted Costs	2,997,655.73 59,983.34 3,057,639.07	608,416.70 22,583.67 631,000.37	608,416.70 212,377.74 22,583.67 5,000.00 631,000.37 217,377.74	509,184.20 210,716.94 15,000.00 0.00 524,184.20 210,716.94	210,716.94 0.00 210,716.94	27,390.29 42,842.08 0.00 0.00 27,390.29 42,842.08	42,842.08 0.00 42,842.08	0.00	28,141.81 3,117.69 31,259.50	978	27,664.03 3,070.15 30,734.18
2. Total Budgeted Units	85,443	30,368	4,878	7,650	3,620	476	1,075	1	12	15	14
2.(a) Total Cost Per Unit of Service	n/a	20.78	44.56	68.52	58.21	57.54	39.85	0.00	2,604,96	1,680.64	2,195.30
3, Less USDA	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	00.0	0.00	0,00
4. Less Cash Match	51,496.56	5,055.00		8,800.00	15,559.56						
5. Less Inkind Match	59,983.34	22,583.67	5,000.00	15,000.00					3,117.69	2,543.12	3,070.15
6. Less Program Income Used as Match	84,435.00		25,745.00	57,305.00	1,385.00						
Sub-Total Match:	195,914,90	27,638,67	30,745.00	81.105.00	16,944.56	0.00	0.00	0.00	3,117.69	2,543.12	3,070,15
7. Less Program Income	22,264.00		2,380.00	14,884.00	5,000.00						
8. Less Other Non-Matching Cash & Co-payments	3.975.80		1,374.60	2,601.20	İ						
9. Adjusted Budgeted Costs	2,835,484.37 603,361.70 182,878.14	603,361.70	182,878.14	425,594.00 188,772.38	188,772.38	27,390.29 42,842.08	42,842.08	0.00	28,141.81	22,666.46 27,664.03	27,664.03
10. Adjusted Cost Per Unit of Service	n/a	19.87	37.49	55.63	52.15	57.54	39.85	0.00	2,345.15	1,511.10	1,976.00
12. Estimated Number of UNDUPLICATED Clients	2,926	63	425	436	396	55	ß	2	120	160	160

PSA County Name: Pasco Fiscal period: Jan 1, 2021 to Dec 31, 2021 Provider Name: Community Aging & Retirement Services,

ORIGINAL DATE: REVISED DATE: REVISION NUMBER:

6/30/2020

III.B.2 SUPPORTING BUDGET SCHEDULE - Unit Cost
* (Indicate all DOEA funding sources applicable to your:

Funding Source	(x) cce	() Elderly Meals	(x) HCE	(x) LSP	() MW	6
Funding Source (x) Title III B	()Title III C1	() Tride !!! C2	(x)Tide III D	(x)Title III E	() Title III F	(x) Contracted Service

	327	325	328	329	34	342	343
Form Revised July 18, 2003	(25)	(32)	(27)	(22)	(23)	(43)	(23)
DESCRIPTION	IIID Matter of Balance	IIID Healthy IIID Active Eating Living Every Day Every Day	IIID Active Living Every Day	Moving for Better Balance	Homemaker	Personal Care	Respite (In- Home)
Total Budgeted Cash Costs (a) Add Inkind Cost (b) Total Budgeted Costs	22,868.13 2,126.10 24,994.23	7,891.23 880.11 8.771.34	7,979.95 968.89 8,948.84	43,998.45 4,693.61 48,692.06	812,813.20 0.00 812,813.20	120,401.51 292,303.02 0.00 120,401.51 292,303.02	292,303.02 0.00 292,303.02
2. Total Budgeted Units	90	4	4	26	22,393	3,234	11,643
2.(a) Total Cost Per Unit of Service	833.14	2,192.84	2,237.21	1,872.77	36.30	37.23	25.11
3. Less USDA	0.00	0.00	00.00	0.00	0.00	0.00	0.00
4. Less Cash Match					22,082.00		
5. Less Inkind Match	2,126.10	880.11	968.89	4,693.61			
6. Less Program Income Used as Match							
Sub-Total Match:	2,126.10	880.11	968.89	4,693,61	22,082,00	0.00	00.00
7. Less Program Income							
8. Less Other Non-Matching Cash & Co-payments							
9. Adjusted Budgeted Costs	22,868.13	7,891.23	7,979.95	43,998.45		790,731.20 120,401.51 292,303.02	292,303.02
10. Adjusted Cost Per Unit of Service	762.27	1,972.81	1,994.99	1,692.25	35.31	37.23	25.11
12. Estimated Number of UNDUPLICATED Clients	240	10	20	176	345	180	8

DGV	E

County Name: Pasco

Fiscal period: Jan 1, 2021 to Dec 31, 2021

Provider Name: Community Aging & Retirement Services, Inc.d/b/a CARES

OAA - III-B REVISED DATE:

ORIGINAL DATE:

REVISION NUMBER:

6/30/2020

3% rate Increase - In order Initial Submission to hire and retain EE's, pay

rates were adjusted closer

to local market rates.

This rate increase is also needed to

cover the annual COL adjmnt for fringe benefits and other costs.

Pay increases occurred in 2019.

III.B.3 SUPPORTING BUDGET SCHEDULE BY PROGRAM ACTIVITY

* (Indicate all DOEA funding sources applicable to your agency)

Funding Source **Funding Source** (X) Title III B) ADI) Title III C1 CCE) Title III C2) Elderly Meals) Title III D) HCE) LSP) Title III E) MW) Title III F) Contracted Services

Form Revised July 18, 2003	(Service Reference)	(8)
DESCRIPTION	TOTAL SERVICES	Chore
1. Total Budgeted Cash Costs	125,555.62	125,555.62
1. (a) Add Inklnd Cost	And the second	
1. (b) Total Budgeted Costs	125,555.62	125,555.62
2. Total Budgeted Units	2,393	2,393.00
2.(a) Total Cost Per Unit of Service	n/a	52.47
3. Less USDA		
4. Less Cash Match	13,950.62	13,950.62
5. Less Inkind Match		
6. Less Program Income Used as Match		
Sub-Total Match:	13,950.62	13,950.62
7. Less Program Income	5,000.00	5,000.00
Less Other Non-Matching Cash & Co-payments	-	
9. Adjusted Budgeted Costs	106,605.00	106,605.00
10. Adjusted Cost Per Unit of Service	n/a	44.55
12. Estimated Number of UNDUPLICATED Clients	548	548

County Name: Pasco

Fiscal period: Jan 1, 2021 to Jun 30, 2021 -and- Jul 1, 2021 to Jun 30, 2022 Provider Name: Community Aging & Retirement Services, Inc.d/b/a CARES

LSP - III-B

ORIGINAL DATE:

6/30/2020

Initial Submission

REVISED DATE: REVISION NUMBER: 3% rate Increase - In order to hire and retain EE's, pay rates were adjusted closer to local market rates.

III.B.3 SUPPORTING BUDGET SCHEDULE BY PROGRAM ACTIVITY * (Indicate all DOEA funding sources applicable to your agency)

This rate increase is also needed to cover the annual COL adjmnt for fringe benefits and other costs. Pay increases occurred in 2019.

Funding Source	Funding Source
() Title III B	() ADI
() Title III C1	() CCE
() Title III C2	() Elderly Meals
() Title III D	() HCE
() Title III E	(X)LSP
() Title III F	() MW
() Contracted Services	

Form Revised July 18, 2003	(Service Reference)	(8)

DESCRIPTION	TOTAL SERVICES	Ch <mark>ore</mark>
1. Total Budgeted Cash Costs	26,734.00	26,734.00
Add Inkind Cost Total Budgeted Costs	26,734.00	26,734.00
2. Total Budgeted Units	600	600.10
2.(a) Total Cost Per Unit of Service		44.55
3. Less USDA		
4. Less Cash Match		
5. Less Inkind Match	15 15 16 15	
6. Less Program Income Used as Match		
Sub-Total Match:		
7. Less Program Income		
8. Less Other Non-Matching Cash & Co-payments		
9. Adjusted Budgeted Costs	26,734.00	26,734.00
10. Adjusted Cost Per Unit of Service		44.55
12. Estimated Number of UNDUPLICATED Clients	131	131 .

County Name: Pasco - Prnellas Fiscal period: Jan 1, 2021 to Dec 31, 2021 Provider Name: Community Aging & Retirement Services, Inc.d/b/a CARES OAA - LSP

ORIGINAL DATE: REVISED DATE: REVISION NUMBER:

6/30/2020 Initial Submission

3.0%

Estimated future cost of living increases -

III.B.4 6 year Rate Quote/Budget

Form Revised July 18, 2003	334	394	323	324 (23)	326 (23a)	327	329	85) (83)
6 Year Quotes	Adult Day Care	Chore	IIID Chronic Disease Self Mgt. Program	IIID Diabetes Self Mgt. Program	IIID Chronic Pain Self Mgt. Program	IIID Matter of Balance	IIID Tai Chi- Moving for Better Balance	Homemaker
2021	12.55	44.55	2,408.42	1,571.65	2,032.88	666.23	1,673.45	24.60
2022	12.93	45.89	2,480.67	1,618.80	2,093.86	686.21	1,723.65	25.34
2023	13.31	47.26	2,555.09	1,667.36	2,156.68	706.80	1,775.36	26.10
2024	13.71	48.68	2,631.74	1,717.38	2,221.38	728.00	1,828.62	26.89
2025	14.13	50.14	2,710.69	1,768.91	2,288.02	749.84	1,883.48	27.69
2026	14.55	51.64	2,792.02	1,821.97	2,356.66	772.34	1,939.99	28.52

II.B.5. MATCH COMMITMENT OF CASH DONATION

SFY: [] FFY: 2021

[x] Original, dated 6/30/20 Revision, dated

Contract Amendment #:

Agency Name:

Program:

Community Aging & Retirement Services Inc. dba CARES

OAA Title III-B/LSP - Chore

Donor Identification:

Name: CARES

Street: 12417 Clock Tower Parkway

Hudson

State: FL Zip: 34667

Phone: 727-862-9291

Authorized Representative: Jemith Rosa Pres/CEO

Total Amount	# Payments	Amount/Payment	Contribution Period
\$ 13,950.62	12	\$ 1,162.55	Jan 1, 2021 to Dec 31, 2021

Special Conditions:

1. OAA Chore \$13,950.62 (1/1/2021 – 12/31/2021)

Donor Certification:

I hereby certify intent to make the cash donation set forth above for use in the specified program during the program's upcoming funding period. This cash is not included as contribution for any other State or Federally assisted program or any Federal contract and is not borne by the Federal government directly or indirectly under any federal grant or contract.

Signature of Donor Representative

Jemith Rosa Pres/CEO

II.B.6 AVAILABILITY OF DOCUMENTS

The undersigned hereby gives full assurance that the following documents are maintained in the administrative office of the provider and will be filed in such a manner as to ensure ready access for inspection by the AAA or its designee(s) at any time. The Provider will furnish copies of these documents to the AAA upon request.

- 1. Current Board Roster
- 2. Articles of Incorporation
- 3. Corporate By-Laws
- 4. Advisory Council By-Laws and Membership
- 5. Corporate Fee Documentation
- 6. Insurance Coverage Verification
- 7. Bonding Verification
- 8. Staffing Plan
 - a. Position Descriptions
 - b. Pay Plan
 - c. Organizational Chart
 - d. Executive Director's Resume
- 9. Personnel Policies Manual
- 10. Financial Procedures Manual
- 11. Operational Procedures Manual
- 12. Interagency Agreements
- 13. Affirmative Action Plan
- 14. Outreach Plan, if applicable
- 15. Americans With Disabilities Act Assurance and supporting documentation
- 16. Unusual Incident File
- 17. Contribution System
- 18. Inventory List

CERTIFICATION BY AUTHORIZED AGENCY OFFICIAL:

I hereby certify that the documents identified above currently exist and are properly maintained in the administrative office of the Provider. Assurance is given that the AAA or its designee(s) will be given immediate access to these documents, upon request.

Signature

Jemith Rosa

Name of Authorized Individual

Date

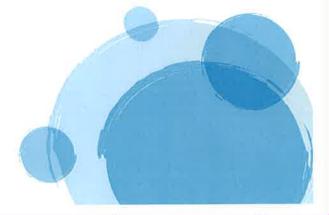
Pres/CEO

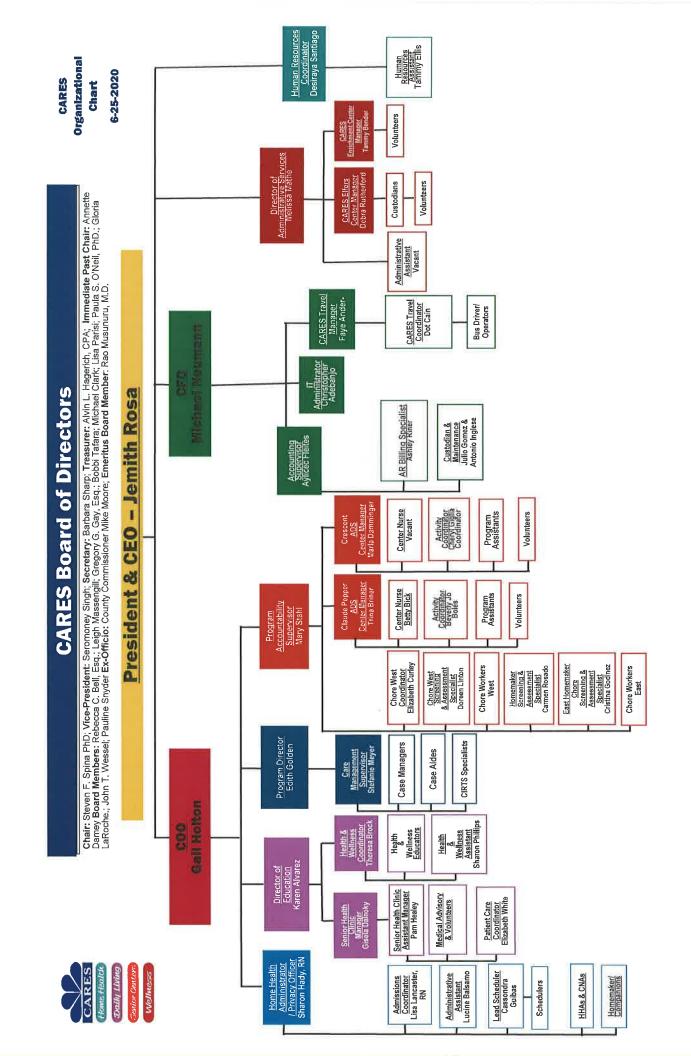
Title of Authorized Individual



CARES Organizational Chart

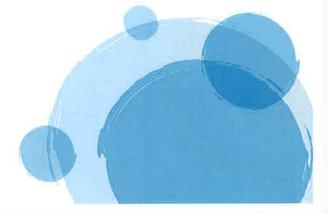
Attachment I







CARES Board of Directors Directory Attachment II





2020 CARES BOARD OF DIRECTORS CONTACT INFORMATION

ANNETTE DAMEY, Immediate Past Chair

3414 Leaf Lake Dr.
Land O' Lakes, FL 34639
Phone: 813.957.0897
Email: Adamey@tampabay.rr.com
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Email: Rebecca@delzercoulter.com
Governance/Development

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SEROMONEY SINGH, Board Vice-Chair

Jennifer Gardens Assisted Living & Memory Care 7334 Jennifer Street Port Richey, Florida 34668 Phone: 727.863.7866 Fax: 727.863.7977 Email: Serosingh@gmail.com

Advancement/Executive ALVIN L. HAGERICH, CPA, Treasurer

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PAULA S. O'NEIL, Ph.D.

PO Box 610 San Antonio, FL 33576 Phone: 727.271.5776 Email: Clerkpaula@gmail.com Audit&Compliance

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Tampa, FL 33618

Phone: C: 352.8358.9249/H: 813.368.4292

Email: Lisa.parisi@expresspros.com/

Lisatampa813@gmail.com

Advancement

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JOHN T. WESSEL

13375 Angler St. Spring Hill, FL 34609 513.490.4318/513.490.4318 Email: wessel.john.t@gmail.com

EMERITUS BOARD MEMBER

RAO MUSUNURU, M.D.

EX-OFFICIO BOARD MEMBER

County Commissioner Mike Moore

14100 Fivay Road, #160 Hudson, FL 34667 Phone: 727.862.1080 Bphca4@gmail.com Historic Pasco County Courthouse 37918 Meridian Avenue Dade City, FL 33525 Phone: 352.521.4111 Fax: 352.521.34105

Email: mikemoore@pascocountyfl.net

8731 Citizens Drive New Port Richey, FL 34654 Phone: 352.521.4111 Fax: 352.521.4105



Stay At Home Home Health Stay Independent
Daily Living

Stay Connected
Senior Centers

Stay Informed
Wellness

www.CARESFL.org

CARES 2020 Officers and Board of Directors

OFFICERS TERMS

Position2020 OfficersChairmanSteven SpinaVice-PresidentSeromoney SinghSecretaryBarbara SharpTreasurerAlvin HagerichImmediate Past ChairmanAnnette Damey

DIRECTORS UP FOR ELECTION 2020

Michael Clark	(1/1/18 – 12/31/20)
John T. Wessel	(1/1/18 – 12/31/20)
Stephen Spina	(1/1/18 – 12/31/20)

DIRECTORS UP FOR ELECTION 2021

Rebecca Bell	(1/1/19 – 12/31/21)
Leigh Massengill	(1/1/19 – 12/31/21)
Bobbi Tafara	(1/1/19 – 12/31/21)
Gregory Gay	(1/1/19 – 12/31/21)
Sero Singh	(1/1/19 – 12/31/21)
Gloria LaRoche	(1/1/19 – 12/31/21)

DIRECTORS UP FOR ELECTION 2022

Alvin Hagerich	(1/1/20 - 12/31/22)
Lisa Parisi	(1/1/20 - 12/31/22)
Paula O'Neil	(1/1/20 – 12/31/22)
Annette Damey	(1/1/20 - 12/31/22)
Barbara Sharp	(1/1/20 - 12/31/22)
Pauline Snyder	(1/1/20 – 12/31/22)

BOARD MEMBER EX OFFICIO NOT UP FOR ELECTION

Commissioner Mike Moore (1/1/17 – 12/31/21)

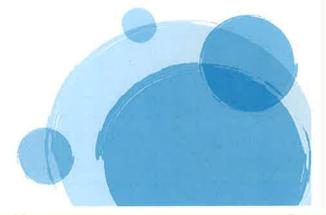
EMERITUS BOARD MEMBER

Rao Musunuru, M.D.



CARES Service Prioritization Policy and Procedures

Attachment III



OAA SERVICE PRIORITIZATION POLICY/PROCEDURES

CARES will adhere to the Area Agency on Aging of Pasco-Pinellas, Inc. OAA Prioritization Policy (see attached copy of the Area Agency on Aging of Pasco-Pinellas Inc. Older Americans Act Prioritization Policy memo, January 19, 2009).

To adhere to these policies and procedures CARES OAA Chore and Homemaker staff will complete CARES OAA Client Service Prioritization form for each prospective client and upon reassessment of active clients.

Purpose:

CARES OAA Client Prioritization Form provides an instrument for documenting essential information to establish an applicant's priority status for either the OAA Homemaker or Chore program. The sources for prioritization are the Older Americans Act areas of special emphasis (i.e. race, income, social isolation, rural living area, disabilities, etc.) and the essentialness of service specific needs.

Procedure:

The following outlines the steps taken from either receipt of the notification by the ADRC of an individual placed on OAA Homemaker or Chore APCL or for an individual making an initial request directly to CARES for either OAA Homemaker or Chore services.

Step 1. Notification by the ADRC

Notification by the ADRC of a new APCL OAA Homemaker or Chore individual initially go to CARES CIRTS Specialists who acknowledge receipt of the referral and also print a 701S turnaround which is used by CARES OAA staff to assist in completing the OAA Client Prioritization Form to generate a prioritized waitlist. The information on the 701S is used to assist in completing the OAA Client Prioritization Form (see Step 2 below)

Direct Requests to CARES

OAA Chore:

When a request for OAA Chore service is made directly to CARES the OAA intake worker will give the name and Social Security number of the potential client to the CIRTS data entry worker who will verify as to whether or not the individual is in the CIRTS system. If it is determined that the potential client is not in the CIRTS system the OAA intake worker will refer the caller to the ADRC for completion of the 701S.

Step 2.

After a 701S is received from the ADRC, the OAA Chore intake staff completes the CARES OAA Service Prioritization Form to assist in establishing a prioritized OAA waitlist. The OAA Chore intake staff uses the 701S along with service specific needs information to complete information on CARES OAA Service Prioritization Form.

The following will provide an overview of CARES OAA Service Prioritization Form. A copy of the form and instructions for its completion are included in separate attachments to these procedures.

CARES OAA Service Prioritization Form:

CARES OAA Service Prioritization Form is divided into two primary sections and a comment box/section.

Section b. through h. include the following Older Americans Act areas of special emphasis:

- Race/Ethnicity
- Low Income
- Lives in Rural Area
- Social Isolation
- Primary Language
- Physical Disability
- Mental Disability
- At Risk of Institutionalization

Point values are assigned for items (b.) through (g.) and are summed in the TOTAL box in that section.

Screening Specialist will sign the form when this section is originally completed for tracking of annual reassessment completion date and other updates and changes while the client is on the APCL.

Section i. Program Specific Criteria -

The items in this section correlate to individual tasks required by the consumer that relate to the individual's ADLs and IADLs. The point values assigned to the tasks correlate to the essentialness of the activity as it would relate to the person's wellbeing. For example shopping is essential to an individual for food and other basic goods. Therefore the need for shopping has a higher point value than the need for light housekeeping.

Section (i.) is divided into two sections (Homemaker and Chore). The purpose of this division is to eliminate the need to have two separate OAA Client Prioritization forms (one for Homemaker and one for Chore) and to be able to have two distinct scores for an individual who need both Homemaker and Chore.

Note: The Homemaker score is created by adding the totals from (b) through (g) and the Homemaker total in section (h). The Chore score is created by adding the totals from (b.) through (g) and the Chore total in section (h).

Comment Section:

Since OAA does not have an Agency "imminent risk" procedure this section is to be used to provide written justification for service for an individual who has a lower OAA Prioritization score than others yet is in dire need of service(s) and would be at significant risk without service(s).

Step 3,

After completion of CARES OAA Client Prioritization Form, the score (the sum of b. through g. is entered on CARES OAA Client Prioritization Form as well as the CIF, and a copy of the 701s or 701A is kept in the client's file. When services become available, the coordinators of OAA homemaker and chores services will review the score totals for clients based on the targeted scores. ALL of those clients that have a highest score will be contacted by phone by the Homemaker or Chore section for completion of the appropriate sections. Example of it: CARES will begin telephone screening with the highest score of 7, 6, 5, 4, 3, 2 and 1 category/score range. CARES will place emphasis on those clients on the APCL the longest time within the same score regardless of the number of clients in a specific range. This phone screening process will assist in identifying those services that will be needed by the client. These forms totals will be completed, tallied, and signed at that time by the designated staff member, and services will be scheduled after final prioritization is completed to ensure the most at risk clients are being served first. In the instance where more than the number of clients eligible are identified

having the same score, then those clients that have been on the APCL longer will be approved for services first. Screener will sign the bottom of the form when this process is completed.

Step 4.

A copy of the completed score totals with specific priority score will be entered into the CARES waitlist database with the indicated start date of services.

Note: Completion of the above steps will be done each month for new individuals placed on the waiting list. Designated staff will run CIRTS reports at the each month for APCL clients and reconciled with CARES internal prioritization process. All terminations will be removed and identified each month.

Selection of Wait List Individuals:

The purpose of the AAAPP OAA Prioritization Policy is to ensure that a systematic prioritization process is in place for the selection of eligible individuals for service. As indicated in the steps above individuals referred by the ADRC for OAA services are prioritized using CARES Client Prioritization Form. Information from that form is inputted into CARES internal database system and the Assessed Prioritized Consumer Waitlist is used to schedule services.

When openings occur, selection of the next individual for enrollment is primarily made based upon the individual's OAA Client Prioritization Score identified through targeting. However, service specific aspects for respective office sites may sometimes come into play in the selection process.

Likewise, selection of the next individual may be made when the individual has a lower OAA Prioritization score than others but is in dire need of service(s) and would be at significant risk without service(s). Justification for selection of such individuals must be documented on the OAA Client Service Prioritization Form and in the narrative section of the client's file.

Attachments:

- AAAPP OAA Prioritization Policy Memo January 19, 2009
- CARES OAA Client Prioritization Form
- Instructions for Completing CARES OAA Prioritization Form

10/2019

OAA CLIENT PRIORITIZATION FORM

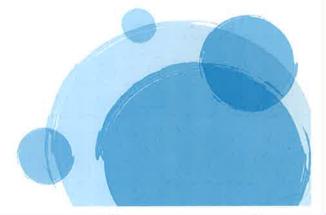
CLIENT NAME:	ID#							
A. DOEA 701S Priority Score SCORE:	SCORE/POINT							
B. Race/Ethnicity: Black (1) Native American	Asian/Pacific Islander(1) _(1)							
D. Lives in Rural Area: Yes (1)	(0)							
E. Social Isolation: Yes (1)	No(0)							
F. Limited English Proficiency: Yes								
G. At Risk of Institutional Placement: Yes								
H. Program Specific Criteria: Indicate speciand total the point values. Only indicate to	B. through G Total cific service task(s) needed by potential clients for the program that the client is requesting.							
Worker Signature:	Date:							
HOMEMAKER	CHORE							
Shopping (4) Meal Prep (3) Laundry (2) Light Housekeeping (1)	Great Need: Emergency need related to safety or security Flooded or fire damaged home Emergency errands when other sources are not available for food/medications (5) Moderately Great Need: General and heavy in-home cleaning							
HOMEMAKER (H.) TOTAL	(moving furniture, mopping, vacuuming, etc) Moderate Need: Lawn care Trimming bushes, etc. Cleaning gutters CHORE (H.)							
Sum of (B.) through (G.) plus HMK (H.):								
Comments:	Sum of (B.) through (G.) plus CHORE (H.):							
Vorker Signature:	Date:							

Updated 10/20/17



CARES Handling Complaints Policy and Procedures

Attachment IV



CARES COMMUNITY CARE DEPARTMENT

CARES HANDLING COMPLAINTS POLICY AND PROCEDURES

Purpose:

To ensure that all client and/or caregivers' complaints are appropriately handled in a professional and timely manner.

To ensure that all client and/or caregivers' complaints are accurately documented and a tracking mechanism is in place to assure actions taken and resolutions.

PROCESS:

At CARES, we strive to make sure that consumers are satisfied with services that they receive. Therefore, the following processes will in place:

- 1. Clients and caregivers are encouraged to voice a complaint if there is something that does not meet with their expectations.
- 2. Clients and caregivers are encouraged to discuss any problems with services with their Case Manager or their Screening and Assessment Specialist and follow-up is complete to assess clients' satisfaction with services provided through all of CARES' programs.
- 3. Clients and caregivers are encouraged to file their complaint in person, by telephone, fax, letter, or by email.
- 4. Clients and caregivers are assured that all complaints will be treated seriously despite the way they are filed.
- 5. All individuals making complaints will be treated with courtesy and fairness at all times.
- 6. All complaints will be treated in confidence within the department.
- 7. All complaints will be received and recorded accurately.
- 8. All complaints will be used as an opportunity to learn in order to improve CARES services and processes.

STEPS IN HANDLING COMPLAINTS: There are three primary steps that shall be followed when handling complaints:

- 1. Receiving of Complaint
- Recording of Complaint
- 3. Action and Resolution

RECORDING COMPLAINTS: CARES' staff are required under CARES Personnel Policies to document and report to their immediate supervisor any incidents, accidents or complaints/concerns with CARES' clients and their respective caregivers and close family members involved in the care of the client and the individuals providing services under CARES' Contracts. Therefore, CMs, CAs and Screening and Assessment Specialist must document and discuss any complaint raised by their respective client to the CM\QA Supervisor or the Program Director immediately following the reporting.

CARES has updated its procedures to assure that the recording and the resolutions of any and all complaints received by any staff member in the Community Care Department are

immediately reported to the CM\QA Supervisor, the Programs Accountability Supervisor and the Program Director. Once the complaint is received, investigated and actions put in place the CM or screening and Assessment Specialist will document the complaint in the Case Narrative Complaint Log and forward it to the CM\QA Supervisor who will complete and collect all pertinent documents and log the complaint into the CARES Client Complaint Log.

If it is determined that the AAAPP, CARES' Subcontractors, DCFS or Law Enforcement need to be contacted, such information will be shared with the respective party at that time.

ACTION AND RESOLUTION: All complaints will be assessed and evaluated in detail. All Subcontractors or individuals connected with the complaint will take appropriate measures necessary to implement corrective actions.

It is the responsibility of the CM\QA Supervisor to maintain the information and the CARES Complaint Log in his/her office at all time for CARES' President-CEO's review on a monthly basis.

FINAL NOTES: If the consumer is still not satisfied with the resolution or outcome, they can have their concern reviewed by supervisory staff for a possible resolution. Additionally, if they are still not satisfied they can file a grievance and may seek assistance from any CARES staff member by writing the grievance and submitting it to CARES Case Manager/QA Supervisor and/or the Program Director.

SUPPLEMENTAL FORM (S): Case Narrative – Complaint Log Narrative Form

CARES Client Complaint Log

Community Aging & Retirement Services, Inc. (dba CARES) Service

2020 Programs and Services Complaint Log

	T C	NON NON	001	SEP	AUG	JUN	MAY	APR	MAR	듔		Date
												Client's Name
												Source of Complaint
												Contact Person & Phone #
												Complaint/Issue
-		**									ř	Resolution
												Resolution Date
			-				ž.					Follow-Up if Applicable
	-											Supervisor's Signature



Your Right to File a Grievance

We at CARES strive to make sure that you are satisfied with the services you receive. However, we know that on occasion, there may be something that does not meet your expectations. We encourage you to discuss problems promptly with your Case Manager of CARES office representative. If, after requesting this assistance, you are not satisfied, you can have your concerns reviewed by supervisory and administrative staff by filing a grievance.

All clients receiving services provided through CARES have a right to file a grievance as a formal notice of dissatisfaction with service or staff or to challenge a decision(s) indicated on a CARES "Recipient Notice of Adverse Action" form concerning termination, suspension or reduction(s) in service. A grievance must be submitted in writing.

If you need assistance in writing your grievance, any CARES staff member can assist you. When you have written and signed your grievance, you may give it to any CARES employee who will immediately forward it to the Care Management Supervisor, or you may mail it directly to:

CARES
Care Management Supervisor
Rao Musunuru, M.D. Enrichment Center
12417 Clock Tower Parkway
Hudson, FL 34667

Your grievance will be promptly reviewed and a supervisor will contact you within seven calendar days with possible solutions to your problem. If your grievance is in response to adverse actions indicated in CARES' "Recipient Notice of Adverse Action," you will receive a written notice indicating when your grievance will be reviewed, as well as, other information concerning the grievance review/hearing process. Additionally, if you are dissatisfied with the results of the decision made by CARES' grievance reviewer(s), you have the right to appeal in writing and have your grievance heard by the Area Agency on Aging.

We take the problems of our clients very seriously so be assured that any grievance will be hard and will receive the prompt attention it deserves.

My case manager or CARES representative has discussed this with me and I understand my right to file a grievance.

Signature	Date	

Community Aging & Retirement Services, Inc. (dba CARES)

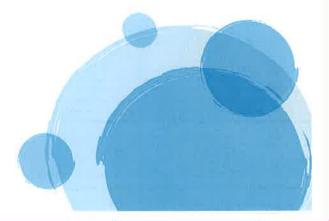
2020 Programs and Services Grievance Log

ei .	חבר	ָרָ ס	VOV	OCT	SEP	3	2 2	JUL	NOF	MAY	\	ADR	MAR	FEB	JAN	Date
					E											Client's Name
																Source of Grievance
	3520															Contact Person & Phone#
																Complaint/Issue
							*1							*	, coordinated	Deco-
															Date	음
		8	- 18											=	Follow-Up if Applicable	
														V	Supervisor's Signature	8 10



CARES Current Job Descriptions

Attachment V





CARES Current Job Descriptions

Administration/Management

- President-CEO
- Chief Financial Officer/CFO
- Chief Operating Officer/COO
- Administrative Services Director
- 🖶 Human Resources Coordinator
- IT Administrator/Manager
- 🦺 Fiscal Assistant I
- Receptionist

ADCs and Field Staff

- 🚣 ADC Manager
- ADC Nurse/LPN
- ADC Activity Coordinator
- Case Coordinator/Intake Coordinator/Assessor
- **4** Homemaker
- Chore Worker
- CIRTS Data Entry Specialist



Title of Position	Chief Executive Officer	3 · · · · · · · · · · · · · · · · · · ·
Department/Project	Administration	
Location	Administrative Office – West Pasco	
Immediate Supervisor	CARES Board of Directors	1,
Effective Date	November 23, 2004	

Position Summary & Reporting Relationship:

Organizes and directs the Agency's day-to-day operations. Employs qualified personnel and ensures adequate staff education and evaluations. Develops policies and procedures. Develops a system of staff communication that ensures the coordinated implementation of treatment orders and the utilization of necessary services for comprehensive care of patients.

1. PRIMARY FUNCTIONS:

To be responsible and held accountable for all corporate operations in accordance with policies and procedures adopted by the Board of Directors.

Insures that the Board of Directors and Officers are kept fully informed on the conditions and operations of the Agency and on all important factors influencing team

Plans, formulates and recommends basic policies and programs for the Board's approval which will further the objectives of CARES.

Executes all decisions of the Board except when other assignment is specifically made by the Board.

Develops for purposes of day-to-day administration, specific policies, procedures and programs to implement the general policies established by the Board.

Establishes a sound organization structure.

Direct and coordinates all approved programs, projects and major activities.

Provides the necessary liaison and staff support to committee chairpersons and committees to enable them to properly perform their functions. Sees that committee decisions and recommendations are submitted to the Board of Trustees for approval.

Executes such contracts and commitments as may be Authorized by the board of Trustees or established policies.

Maintains effective relationships with other organizations, both public and private, and sees that the position of the agency is enhanced in accordance with the policies and objectives of the organization.

CARES JOB DESCRIPTION: PAGE TWO

Performs all secretarial functions for the Board, maintaining official minutes of the Board of Trustees and other official meetings of the organization.

2. SECONDARY FUNCTIONS:

Administration of the agency's day-to-day operations.

Employ and terminate administrators as necessary and all other personnel upon the recommendation of the specific administrator.

Guide the development of a planned system of efficient, cost effective and consumer-responsive services.

Serves as CARES' Board representative and spokesperson before the media and public forums.

Develop strategic plans, and annual marketing and operational plans followed by formal presentation before the Board for approval and/or modification.

Manage all plans and budgets adopted by the Board Members.

Establish and build a positive liaison and rapport with city, county, state and nationally elected officials, business leaders and funding bodies.

Involvement of a positive and dynamic Staff Development Plan and Training Program.

Assurance of agency compliance with all state, federal and personnel regulations.

Serve as signatory for payroll, accounts receivable and official documents in accordance with Board authorization.

Oversee that all required reports, grant applications and related materials are submitted in an accurate and timely fashion.

Monitor all departmental operations and make recommendations for improvement and/or modifications so indicated.

All other administrative duties as assigned by the CARES Board Members.

3. PERFORMANCE REQUIREMENTS:

- > Work on multiple projects simultaneously.
- > Have knowledge of all demographics with Pasco County.
- > Efficiently operate computer terminal.
- > Prepare report and correspondence in a timely and accurate manner.
- > Set priorities; meet deadlines plus start and complete tasks independently.
- > Work under deadline pressures.
- Work evening or weekends as work situation indicates.
- > Be flexible in work activities.

CARES JOB DESCRIPTION: PAGE THREE

Performance Requirements Continued:

- > Excel in written and communicative skills.
- Maintain solid rapport with funding groups and members of the business and human services community.
- > Knowledge of strategic planning, administrative and management systems.
- > Prepare and deliver speeches to various groups.
- > Secure goods and services for the benefit of the agency.
- > Monitor recruitment and training of agency personnel.
- > Oversee compliance of all CARES Policies and Procedures.
- Monitors the provisions of the CARES Safety Program and insures the compliance with all state and federal employment and statutory laws with key CARES administrators.
- > When warranted will assist with lifting and moving 30 to 40 pounds.

4. MACHINE/EQUIPMENT/TOOL(S) USED:

Overhead Projector

Slide Projector

Telephone

Photocopiers

Calculators

Computer Terminals

Fax Machine

Cellular Telephone

Pager

Internet

E-mail

Security Systems

5. SAFETY EQUIPMENT:

None

6. QUALIFICATIONS:

- > Bachelors or Master's Degree in planning, public administration, social work, or business with three years of responsible management experience.
- Above average knowledge of cost and multi-fund accounting procedures with ability to interpret financial documents.
- > Excellent demonstrated verbal, written and interpersonal communication skills.
- > Knowledge of aging services, service systems and business operations.
- > Familiarization with state and federal funding sources and related specifications.
- > Ability to adapt to changing operational requirements in the agency.

7. WORKING CONDITIONS:

- > Work performance in various office or site environments.
- > Outdoor work performance or public presentation on behalf of the agency.
- > Adaptability to work conditions, which require prolonged sitting, standing, writing, typing or working with computers.
- > Effectively interacts with the public.
- > Word day is from 8:00 AM to 5:00 PM. Overall responsibilities consistently with those of the Chief Executive Administrator require breakfast, luncheon or weekend meetings, conferences and activities.

CARES	CARES JOB DESCRIPTION: PAGE FOUR				
8.	STAFF DEVELOPMENT	,			

Plans fro agency-wide staff development include attendance at staff meetings, inservice trainings plus attendance at relevant conference or seminars.

5)		23		
Employment Status:	(Mark one of the following)	Exempt_	XXX	Non-Exempt

President/CEO 11,23,04

Title of Position	Chief Financial Officer	
Department/Project	Administration	
Location	Administrative Office West Pasco	
Immediate Supervisor	Chief Executive Officer	
Effective Date	April 2017	

Position Summary & Reporting Relationship:

Responsible for the preparation of all financial reports for submission to federal and state agencies. Responsibilities also include working with sub-grant or delegate agencies to establish and/or maintain adequate financial accountability at the sub-grant level.

1. BASIC FUNCTIONS

The Chief Financial Officer position is accountable for the administrative, financial, and risk management operations of CARES, to include the development of a financial and operational strategy, metrics tied to that strategy, and the ongoing development and monitoring of control systems designed to preserve CARES' assets and report accurate financial results.

2. PRINCIPAL ACCOUNTABILITIES

PLANNING

- 1. Assist in formulating the company's future direction and supporting tactical initiatives.
- 2. Monitor and direct the implementation of strategic business plans.
- 3. Develop financial and tax strategies.
- 4. Manage the capital request and budgeting processes.
- 5. Develop performance measures that support the company's strategic direction.

OPERATIONS

- 1. Participate in key decisions as a member of the executive management team.
- 2. Maintain in-depth relations with all members of the management team.
- 3. Manage any third parties to which functions have been outsourced.
- 4. Oversee the company's transaction processing systems.
- 5. Implement operational best practices.
- 6. Oversee employee benefit plans, with particular emphasis on maximizing a cost-effective benefits package.
- 7. Supervise acquisition due diligence and negotiate acquisitions.

FINANCIAL INFORMATION

- 1. Oversee the issuance of financial information.
- 2. Report financial results to the Board of Directors.

RISK MANAGEMENT

1. Understand and mitigate key elements of the company's risk profile.

2. Monitor all open legal issues involving the company, and legal issues affecting the industry.

3. Construct and monitor reliable control systems.

4. Maintain appropriate insurance coverage.

5. Ensure that the company complies with all legal and regulatory requirements.

6. Ensure that the record keeping meets the requirements of auditors and government agencies.

7. Report risk issues to the audit committee of the Board of Directors.

8. Maintain relations with external auditors and investigate their findings and recommendations.

FUNDING

1. Monitor cash balances and cash forecasts.

2. Arrange for debt and equity financing.

3. RESPONSIBILITIES

To serve as assistant treasurer of the Board of Directors and advise them with regard to all corporate finances.

To assure timely preparation of all worker's compensation, accident and tax reports.

To supervise preparation of all Accounts Receivable & Accounts Payable.

To supervise preparation of all payroll including all payroll taxes.

To prepare monthly revenue and expense summaries for each fund.

To prepare financial statements for monthly Board Meetings.

To review and record all in-kind donations.

To prepare annual budget in conjunction with Department Heads & Chief Executive Officer.

To advise Program Directors in periodic budget analysis.

To prepare all financial reports to grantors along with requesting all grant payments.

To manage corporate cash flow to maximize interest income from cash balances.

To prepare and file all tax reports including annual tax return.

To monitor personnel benefit packages to maximize the benefit to both the corporation and all employees.

To maintain accurate inventory records and supervise periodic physical inspection.

4. PERFORMANCE REQUIREMENTS

Have knowledge of all demographics within Pasco County.

Work on multiple projects simultaneously.

Efficiently operate computer terminal

Prepare report and correspondence in a timely and accurate manner.

Set priorities; meet deadlines plus start and complete tasks independently.

Work under deadline pressures.

Work evening or weekends as work situation indicates.

Excel in written and communicative skills.

Maintain solid rapport with funding groups and members of the business and human services community.

Knowledge of strategic planning, administrative and management systems.

Prepare and deliver speeches to various groups.

Secure goods and services for the benefit of the agency.

Monitors the provisions of the CARES Safety Program and ensures the compliance with all state and federal employment and statutory laws with key CARES administrators.

When warranted will assist with lifting and moving 30 to 40 pounds.

5. MACHINE/EQUIPMENT/TOOL(S) USED

Overhead Projector

Telephone Calculators Computer Terminals Security Systems

Photocopiers Fax Machine

Cellular Telephone

Internet

E-mail

6. SAFETY EQUIPMENT

None

7. QUALIFICATIONS

Bachelor's Degree in Accounting, Finance or related field (MBA preferred).

Professional accounting designation (CA, CMA or CPA preferred).

5 plus years' experience in a senior financial managerial position.

Advanced computer skills, including proficiency in MS Office and QuickBooks financial reporting software.

Results oriented, strategic thinker and planner.

Excellent demonstrated verbal, written & interpersonal communication skills.

Knowledge of aging services, service systems and business operations.

Familiarization with state and federal funding sources and related specifications.

Ability to adapt to changing operational requirements within the agency.

8. WORKING CONDITIONS

Work performance in various office or site environments.

Outdoor work performance or public presentation on behalf of the agency.

Adaptability to work conditions, which require prolonged sitting, standing, writing, typing or working with computers.

Work day is from 8:00 AM to 5:00 PM.

9. STAFF DEVELOPMENT

Plans for agency-wide staff development which includes attendance at staff meetings, in-service trainings plus attendance at relevant conference or seminars.

Employment Status:	(Mark one of the following)	Exempt	X	Non-Exempt

Chief Financial Officer APRIL 2017

Title of Position	Chief Operating Officer	EE
Department/Project	Administration	, e
Location	Administrative Office – West Pasco	
Immediate Supervisor	President / C E O	<u> </u>
Effective Date	April 2020	

Position Summary & Reporting Relationship:

The Chief Operating Officer will manage all aspects of the daily operations of all CARES departments including financial management, interactions with department directors and other staffing ensuring that the organization is managed and performing efficiently and effectively. Creates services and products within program/service areas which will increase profitability, positive outcomes for customers, market shares, volume, quality, customer satisfaction and customer driven products.

RESPONSIBILITIES:

- Establishes quantitative and qualitative metrics, guidelines, and standards by which the company's efficiency and effectiveness can be evaluated; identifies opportunities for improvement.
- Reviews, analyzes, and evaluates business procedures.
- Implements policies and procedures that will improve day-to-day operations.
- Ensures work environments are adequate and safe.
- Oversees Home Health Care, Case Management, Adult Day Care, Chore/Homemaker, Travel, and Enrichment Centers departments, ensuring each is reaching goals set by departmental and company leadership.
- Initial needed focus will be on the operations of the Home Health Care department followed by the current operations and growth of opening new Adult Day Care Centers.
- Plans, directs, controls, implements, evaluates, monitors, and forecasts budgets and cost of services in each division to achieve financial objectives.
- Communicates and explains new directives, policies, or procedures to managers; for major changes, meets with entire operations staff to explain changes, answer questions, and maintain morale.
- Improves customer service and satisfaction through policy and procedural changes.
- Leads coordination and integration of efforts among operations, technology, and customer service divisions to produce smoother workflow and more cost-effective business processes.
- Projects a positive image of the organization to employees, customers, industry, and community.
- Performs other related duties as assigned.

REQUIRED SKILLS:

- Thorough understanding of practices, theories, and policies involved in business and finance.
- Superior verbal and written communication and interpersonal skills.
- Superior managerial and diplomacy skills.
- Extremely proficient in Microsoft Office Suite or related software.
- Excellent organizational skills and attention to detail.
- Excellent analytical, decision-making, and problem-solving skills.

QUALIFICATIONS:

At least 5 years of professional healthcare administration experience overall, with a minimum of five years of senior-leadership experience supervising seasoned staff operating multiple human services programs. Solid educational background including a Bachelor's degree.

- Strong relationship builder and communicator with experience leading diverse work teams, developing an organization-wide strategy for program excellence, engaging community partners, and partnering with a CEO and Board of Directors.
- Can point to tangible examples of reporting and program measurement and evaluation. Demonstrates integrity, strives for excellence in her/his work, and has experience of leading others to new levels of effectiveness and programmatic impact.
- Passionate about CARES' mission and able to promote and communicate the philosophy, mission and values of CARES to external and internal stakeholders.
- Ability to travel 50% of the time to provide on-site leadership for multi-locations operating units and programs.

COMPENSATION:

This is an outstanding opportunity to lead a small 5M+ and growing non-profit organization and partner with the CEO and senior management team. CARES will offer a competitive compensation package including base salary, health and vacation and sick benefits.

REQUIRED EDUCATION AND EXPERIENCE:

Bachelor's Degree in Business Administration or related field. At least five years of strong operational experience.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

Possess personal qualities of integrity, credibility, and commitment to corporate mission.

Ability to work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions, and demonstrated resourcefulness in setting priorities and guiding investment in people & systems.

Candidates must pass an AHCA and DOEA Level II background check along with a pre-employment drug test.

CARES is an Equal Opportunity Employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.

					20
Employment Status:	(Mark one of the following)	Exempt	XXX	_Non-Exempt	
		90			

Administrative Services Director
Administrative Services Director
Administration
Administrative Office - West Pasco
President / CEO
July 2016

Position Summary & Reporting Relationship:

The Administrative Services Director is responsible for managing the efficient operation of the administrative office, corporate files, maintenance of the building, purchasing of materials and supplies, computerized program systems and supervision of the central administrative support staff. This position also is responsible for assisting the President/CEO with administrative duties, including secretarial work, grants, projects, reports & written communications.

1. ESSENTIAL REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

- Maintain & update corporate documents and calendar, including contracts and subcontracts, grants, vendors, licenses, board member filings, etc.
- Serve as recording secretary to Board.
- Maintain required subcontract documentation/RFP's.
- Coordinate the maintenance care of building, landscape and other related systems.
- Assist with and coordinate the purchase of office supplies and equipment.
- Assist the President/CEO with preparation of regular and special reports and grant proposals as required by all funding sources.
- Assist the President/CEO with correspondence, research and preparation of data and drafts.
- Manage correspondence for President/CEO when s/he is not available.
- Keep President/CEO appointment book up to date.
- Develop reports & mailings.
- Ensure adequate coverage at the reception desk and occasionally fill in as needed.
- Assist in the coordination of employee recognition events and Board of Director meetings, which could include procuring food and gifts.
- Write Quarterly Reports for Administrative Officers.
- Serve as "entry point" for administrative correspondence.
- Schedule and convene agency meetings.
- Trains and supervises Administrative Staff in reception area.
- Maintains working knowledge of CARES Personnel Policies & Procedures.
- Billing and reconciliation of monthly services & invoices.

2. PERFORMANCE REQUIREMENTS

- Able to identify problems, collect data, establish facts, draw valid conclusions and deal with problems utilizing sound judgement and common sense.
- Able to work on multiple activities simultaneously.
- Must be able to successfully perform the physical demands of the job as described under physical demands.

3. SUPERVISORY RESPONSIBILTIES

- Supervises Administrative staff in reception area.
- Supervises Grounds & Maintenance staff.

4. EDUCATION AND EXPERIENCE

- High school diploma or equivalent.
- Associates Degree in secretarial science or office/business studies.
- Four years of experience at an executive secretary level.
- Two years of supervisory/administrative management experience.
- Proficient in computer skills including: Outlook, Word, Power Point and Excel.

5. <u>CERTIFICATES, LICENSES, REGISTRATIONS</u>

· None.

6. MINIMUM NECESSARY RESTRICTION TO PHI

• To perform the functions of this job, persons in this position may require access to or exposure to client information, medical records or computer applications that contain Protected Health Information including, but not limited to, electronic medical information, client medical records, written information, faxed information or spoken word. Incidental exposure of Protected Health Information may occur during the workday.

7. PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met
 by an employee to successfully perform the essential functions of this job.
 Reasonable accommodations may be made to enable individuals with disabilities
 to perform these essential functions.
- Variety of walking, standing, sitting, stooping.
- Requires normal range of hearing, vision and manual dexterity to operate keyboard, telephone, photocopier, calculator and other office equipment as needed

8. WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Work performance in an office setting.
- Workday is at the discretion of the President / CEO.
- Workday could also include travel to designated locations as needed and frequent contact with staff and public.
- While performing the duties of this job, the employee occasionally works near moving mechanical parts and, although rare, may occasionally be exposed to wet

- and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- This could include office setting, travel to designated locations as needed and frequent contact with staff and public.

9. Staff Development:

• Attend relevant in-services, conferences or seminars.

Employment Status: (Mark one of the following) Exempt Non-Exempt X

Title of Position	HR Coordinator
Department/Project	Administration / Human Resources
Location	Administrative Office – Hudson
Immediate Supervisor	President & C E O
Effective Date	April 2020

Position Summary & Reporting Relationship:

- 1. The HR Coordinator is directly responsible for the overall administration, coordination and evaluation of the human resources function.
- 2. Mainly Focuses as CARES Recruitment and Retention Specialist.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1. Develops and administers various human resources plans and procedures for all company personnel.
- 2. Plans, organizes and controls all activities of the department. Participates in developing department goals, objectives and systems.
- 3. Posts jobs on various job boards (Indeed) and sources candidates for hire for all divisions/programs
- 4. Conducts HR onboarding and orientation.
- 5. Rewrites job descriptions as necessary.
- 6. Develops, recommends and implements personnel policies and procedures; prepares and maintains handbook on policies and procedures.
- 7. Maintains close business relationship with Co-Employer (PEO) regarding benefits administration, annual filings, workers compensation claims and monitoring/improving risk factors of claims handling to avoid indemnity costs whenever possible.
- 8. Works with supervisors to screen and interview candidates, conducts past employment reference checks, Level II Fingerprinting and background checks within AHCA, E-VERIFY, extends job offers, monitors career-path program and employee relations counseling; conducts exit interviews.
- 9. Establishes and maintains department records and reports. Participates in administrative staff meetings and attends other meetings, such as seminars.
- 10. Ensures that all departments are current with departmental in-services, CPR/First Aid trainings, Annual Alzheimer's Training.
- 11. Prepares for HR Audits from State and Federal Government Agencies to ensure compliance with all federal, state and local employment laws and funding agencies regulations.

- 12. Improve upon the in-services training with more efficient and engaging methods at a low to no cost to CARES whenever possible.
- 13. Seek grants for educational trainings, new hires and/or future apprenticeship opportunities. (Career Source)
- 14. Stays abreast and in compliance with all current employment laws including FMLA/ADA/ACA/DOL, etc.

Competencies

- 1. Business Acumen.
- 2. Communication.
- 3. Consultation.
- 4. Critical Evaluation.
- 5. Critical Thinking.
- 6. Crisis Intervention and Resolution Skills.
- 7. Global and Cultural Awareness.
- 8. HR Expertise.
- 9. Leadership and Navigation.
- 10. Relationship Management.
- 11. Ethical Practice.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must occasionally lift or move office products and supplies, up to 25 pounds.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5:00 p.m. This position regularly requires long hours and weekend work.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

Required Education and Experience

1. High School Graduate with three years administrative experience dealing with personnel with at least two-years of human resource experience.

2. Experience with Microsoft Office (Word, Excel and PowerPoint).

Preferred Education and Experience

- 1. AS/BS in human resource management.
- 2. SHRM Certified Professional (SHRM-CP) or SHRM Senior Certified Professional (SHRM-SCP) credential.

Work Authorization/Security Clearance (if applicable)

- 1. Must successfully complete State of Florida Level 2 Background and drug screenings.
- 2. Valid Florida Driver's License and reliable automobile.
- 3. Current automobile insurance and be willing to operate personal car.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

ACKNOWLEDGEMENT		
This job description has been approved by all levels of management:		
President-CEO:		
HR Coordinator:		
Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.		
EmployeeDate		

Employment Status: (Mark one of the following) Exempt	XXX	Non-Exempt
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Title of Position	Information Technology (IT)Technician/Manager
Department/Project	Administration
Location	Pasco County
Immediate Supervisor	Business Development Director
Effective Date	05/01/2013

Position Summary: This position requires the monitoring and maintaining of all the computer systems and networks of the organization. Performs all duties of the agency's data security officer. Installs and configures computer systems, diagnose hardware/software faults and solve technical and applications problems, either over the phone or in person. The position is as much about understanding how information systems are used as applying technical knowledge related to computer hardware or software. Mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them: retrieves trouble tickets, prioritizes and attempts to resolve technical issues. If within a certain amount of time they are not resolved, these are referred to an auxiliary IT service provider. This position requires working effectively and communicating effectively with all levels of agency employees including management and administration.

1. RESPONSIBILITIES:

- Installing and configuring computer hardware operating systems and applications
- Monitoring and maintaining on-computer systems, servers
- Coordinate with the auxiliary IT service provider in ensuring the smooth running of all IT systems, including anti-virus software, print services and email provision with this position maximizing use of its resources first
- Coordinate with the auxiliary IT service provider in ensuring the security of data from internal and external attack with this position maximizing use of its resources first
- Maintaining current knowledge of and performance compliance with HIPAA, Privacy and Security compliance requirements according to legal and professional standards
- Recommends and advises on IT efficiencies that could benefit the organization
- Scheduling upgrades and security backups of hardware and software systems
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults

- Installing and maintaining standardized software programs agency-wide
- Ensuring that software licensing laws are adhered to
- Conducting testing of system functioning to verify correct operations and detect maintain records regarding all referrals and jobs and time involvement
- Provide timely response to all referrals and jobs with an initial notification of receipt of referral and the corrective intervention within 24 hours
- Providing secure access to the network for remote users
- Providing users with appropriate support and advice answering users inquiries regarding software and hardware operation to resolve problems
- Coordinate with the auxiliary IT service provider in managing crisis situations with the organizations IT
- Talking staff/clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues
- · Providing monthly reports and other reports as requested by administration
- Providing diagrams, mapping and systems descriptions of organization IT setting up new users' accounts and profiles and dealing with password issues
- Testing and evaluating new technology, evaluating software or hardware, and recommend improvements or upgrades
- Develop work plans and goals submitted to administration for approval and track
 achievement levels in monthly reports making recommendations as needed regarding
 hardware, networking, software, updates, training, computer security issues, and
 additional technical details that may arise
- Adjusting to changing demands of the position and the ability to take on new and varying assignments sometimes with short notice
- Maintain equipment and supplies inventory
- Other duties as assigned

2. PERFORMANCE REQUIREMENTS:

The physical demands must be met to successfully perform the functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is required to see, talk and hear.

Because of the often strategic and sensitive matters associated with IT this positions requires that the employee possess excellent interpersonal and communication skills.

The employee will be subject to frequent standing, walking, sitting, use of their arms, hands and fingers, be able to reach with hands and arms, stoop, kneel, crouch or crawl.

The employee must be able to lift and/or move up to 50 pounds.

Specific vision is required by this position to include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

While performing the duties there may be frequent interruptions.

The noise level is usually moderate.

3. MACHINES/EQUIPMENT/TOOLS USED:

Computers

Technology Systems

Fax Machine

SAFETY EQUIPMENT (AVAILABLE):

Back Belt

Safety Eyewear

5. WORK EXPERIENCE REQUIREMENTS:

Experience with technical expertise coupled with an understanding of business and management principles.

In-depth knowledge of the programs and applications they use, typically Microsoft, Linux and Cisco technologies.

Microsoft Certified Software Engineer (MCSE) or the Microsoft Certified Systems Administrator (MCSA) qualifications (for Windows Server 2003-based solutions) or the Microsoft Certified IT Professional (MCITP) qualification (for newer technologies)

6. EDUCATION REQUIREMENTS

Bachelor's Degree from four year college or university in technology or with three years related experience and/or training or certification/licesence as necessary to preform IT tasks.

7. CERTIFICATES, LICENSES & REGISTRATIONS

Abuse and Criminal Background Check

Proof of educational and background experience

Statement of Good Health

Valid Florida Driver's License & reliable automobile

Current automobile insurance & willingness to operate personal automobile

8. STAFF DEVELOPMENT

Attend staff meetings

Attend relevant Inservices, Conferences, Seminars & Workshops

	20			
Employment Status:	(Mark one of the following)	Exempt	Non-Exempt □	
27.	2			

Job Description - 5/1/2013

Community Aging & Retirement Services, Inc., dba CARES Fiscal Assistant I – Job Description

Title-of Position	Fiscal Assistant I
Department/Project	Fiscal
Location	Administrative Office – Hudson
Immediate Supervisor	Chief Financial Officer
Effective Date	August 2018

Position Summary & Reporting Relationship:

Computerizes, classifies, records, verifies and maintains numerical data for use in maintaining financial records by performing the following duties.

Assist the Finance Director in all administrative duties related to al financial projects.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1. Compiles and sorts documents, such as invoices and checks, substantiating business transactions.
- 2. Verifies and posts details of business transactions, such as funds received and disbursed, and totals accounts to ledgers or computer spreadsheets and QuickBooks databases.
- 3. Prepares vouchers, invoices, checks, account statements, reports and other records and reviews them for accuracy.
- 4. Reconciles bank statements.
- 5. Monitors accounts payable and receivable to ensure that payments are up to date.
- 6. Reconciles and recommends resolution for report discrepancies and problems.
- 7. Coordinates and prepares pertinent information for external accounting firm and auditors.
- 8. Codes data for input to QuickBooks financial systems according to company's procedures.
- 9. Prepare programs co-pay monthly billing statements as well as private pay monthly billing statements.
- 10. Perform other duties as assigned by the Finance Director.

Competencies

- 1. Financial Management.
- 2. Technical Capacity.
- 3. Communication Proficiency.
- 4. Ethical Conduct.
- 5. Collaboration Skills.
- 6. Flexibility.

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a clerical office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must occasionally lift or move office products and supplies, up to 25 pounds.

Filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5 p.m. Evening and weekend work may be required as job duties demand.

Travel

No travel is expected for this position.

Required Education and Experience

- 1. High school diploma or equivalent.
- 2. Some college or specific coursework tied to general principles of accounting.
- 3. Two years of general office experience.
- 4. Two to three years of related accounting experience, such as general ledger, A/R, A/P, and payroll.

Additional Eligibility Qualifications

None required for this position.

Work Authorization/Security Clearance (if applicable)

1. Must successfully complete State of Florida Level 2 Background and drug screenings.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

ACKNOWLEDGEMENT				
This job description	has been approved by all levels of management:			
President-CEO:				
HR Director:	* 8			
Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.				
Employee:	Date	D)		
Employment Status	(Mark one of the following) Exempt Non-Exempt	<u>X = </u>		

Title of Position	Receptionist
Department/Project	Administration
Location	West Pasco
Immediate Supervisor	Director of Administrative Services
Effective Date	January 2020

Position Summary & Reporting Relationship:

Office work involving moderately complex procedures and a wide range of office skills. To serve as receptionist for the general public and perform other duties assigned at the office location.

1. Responsibilities:

Answer and screen all incoming calls.

Set up and maintain an easily accessible filing system.

Open all mail and ensure the timely distribution to all employees daily.

Update appointment calendars.

Coordinate office activities.

Collect and distribute parcels and other mail

Ensure positive reception for all clients, guests, and staff regarding incoming calls, promptly routing messages and maintaining the neatness of office location.

Operate copying equipment, telephone switchboard, and other office equipment.

Control inventory relevant to the reception area

Performs other office tasks as assigned by the Director of Administrative Services.

Complies with agency policies and procedures.

2. Performance Requirements:

Maintains productive working relationships with staff and volunteers.

Excel in telephone skills.

Able to maintain detailed written records.

Able to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals.

Strong customer service skills

Able to work on multiple activities simultaneously.

Able to organize, plan and set priorities.

Able to work under deadline pressures and scheduling demands.

Able to be flexible in performing responsibilities.

Frequently required to sit, stand, walk; use hands to finger, handle or feel objects; talk, hear and smell. Occasionally required to reach and stretch with hands and arms, and stoop or knee.

Must frequently lift and/or move 15 pounds. Occasionally may be required to lift and/or move 25 pounds or more.

3. Machine/Equipment:

Calculator Electric Letter Opener Fax Machine Photocopier Postage Machine Telephone

4. Safety Equipment:

Back Belt available.

5. Qualifications:

High school diploma.

Excellent written and verbal skills.

Strong employee/human relations and telephone skills.

Excellent attention to accuracy and details.

Ability to work under competing demands and time pressures.

Professional personal presentation

6. Working Conditions:

Work performance in an office setting.

Work day is 8:00 A.M. to 5:00 P.M. – Monday through Friday.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and, although rare, may occasionally be exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock.

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CARRS	JUB	DES	THE	TOTA.	J. L.L.		

7. Staff Development:

Attend staff meetings.

Attend relevant In-Services and Seminars.

Employment Status: (Mark one of the following) Exempt ____ Non-Exempt ____.

(Zip III) JOB DESCRIPTION Receptionist 1-06-2020

Title of Position	Adult Day Services Manager
Department/Project	Adult Day Services
Location	Pasco County
Immediate	Director of Adult Day Services
Supervisor	
Effective Date	June 2020

Position Summary & Reporting Relationship: Responsible for the operation and supervision of all components of the Adult Day Services Center in accordance with the corporation's policies and regulating agencies to provide a safe environment and person centered care for participants.

1. RESPONSIBILITIES:

Provides supervision of employees of Adult Day Services program in accordance with policies and procedures, develops work assignments and schedules. Does performance evaluations and continually evaluates center for staff needs.

Interviews, hires and trains new employees.

Ensures that Adult Day Services meets all requirements of DCFS, DOEA. and AHCA and other surveying and regulating bodies as appropriate.

Submits required reports accurately and in a timely manner.

Ensures maintenance, safety and good repair of physical plant and site.

Facilitates person centered care philosophy with staff

Evaluates referrals, conducts assessments of potential participants.

Supervises implementation of care plans, quarterly reviews and evaluates each participant's status on an ongoing basis. Records changes in participant's status or behavior. Facilitates team review meetings as needed for individual participants.

Responsible for the development and implementation of the center budget.

Maintains diverse reimbursement sources for profitability and financial stability within the program/services area.

Provides the marketing of the adult day service center to the community.

Supervises the activity coordinator or appropriate program activities.

Refers participants to community resources as appropriate.

Conducts or arranges for staff trainings or in-services

Participates in meetings and trainings as provided and appropriate.

Other duties as assigned by Director of Adult Day Services.

2. PERFORMANCE REQUIREMENTS:

Physical demands must be met to successfully perform the functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is required to see, talk and hear.

The employee will be subject to frequent standing, walking, sitting, use of their arms, hands and fingers, be able to reach with hands and arms, stoop, kneel, crouch or crawl.

The employee must be able to lift and/or move up to 50 pounds.

Specific vision is required by this position to include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Exposure to confused, potentially aggressive and upset individuals on a daily basis.

While performing the duties there may be frequent interruptions.

The noise level is usually moderate.

3. SUPERVISORY RESPONSIBILITIES:

Directly supervises all employees in the Adult Day Services Center.

Carries out supervisory responsibilities in accordance with policies and applicable laws.

Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

4. MACHINES/EQUIPMENT/TOOLS USED:

Telephone, Smart Phone, Computer, Fax Machine, Scanner, Alarm System(s)

5. SAFETY EQUIPMENT (AVAILABLE):

Gloves, Masks, Micro Shield, Back Belt, Hair Net

6.	WORK EXPERIENCE REQUIREMENTS:
	Knowledge of Human Development including the process of aging.
	Excellent oral and written communications.
	Proficient on computer.
	Work efficiently under pressure with deadlines.
	Work effectively with community/statewide agencies.
	Maintain confidentiality.
7.	EDUCATION REQUIREMENTS
	Bachelor's Degree from four-year college or university in Nursing, Gerontology, Social Work, Psychology, Counseling, Public Health or related field; or with five years related experience and/or training; or with a registered nurses license with one-year supervisory experience.
8.	CERTIFICATES, LICENSES & REGISTRATIONS
	Abuse and Criminal Background Check
	Proof of educational and experience background
	Statement of Good Health
	TB Test and signed physician statement within 45 days prior to employment
	Valid Florida Driver's License or Florida ID
9.	STAFF DEVELOPMENT
	Attend staff meetings
	Attend relevant In-services, Conferences, Seminars & Workshops
I have	oyee Signature: Date: e received a copy of this job description and understand the responsibilities and rements.
Emple	oyment Status: (Mark one of the following) Exempt □ Non-Exempt □
	·

Title of Position	Center Nurse
Department/Project	Adult Day Services
Location	East Pasco / West Pasco
Immediate Supervisor	Center Manager
Effective Date	3/2018
Position Summary & Re	porting Relationship: Responsible for the nursing care and teaching

Position Summary & Reporting Relationship: Responsible for the nursing care and teaching participants and families/caregivers by performing the following duties.

1. RESPONSIBILITIES: Include the following. Other duties may be assigned.

Provides nursing care to each participant in the Adult Day Services Center, administers medication and treatment in accordance with physician orders, and continually assesses participants' status.

Initiate the care plan for each participant with other members of the adult day service staff.

Assist in development of the care plan at quarterly reviews.

Maintains documentation in nursing record, progress notes and quarterly review schedule.

Assumes responsibility and authority of the center manager in his or her absence.

Provides regularly scheduled programs for participants on nutrition, personal hygiene, physical fitness, medication and other related topics.

Participates in pertinent center meetings and in-service training.

Communicates with caregivers and health professionals.

Assists the Center Manager in coordinating program assistant duties and preparation of reports for funded programs.

Acts as the liaison between the participant/family and physician.

Monitors and maintains all medications and records.

Monitors health conditions of the participants.

2. PERFORMANCE REQUIREMENTS:

The physical demands must be met to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is required to see, talk and hear. The employee will be subject to frequent standing; walking; sitting; use of their arms, hands and fingers, be able to reach with hands and arms, stoop, kneel, crouch, or crawl. Must frequently lift and/or move up to 25 pounds and occasionally lift and/or move 50 pounds or more. Specific vision is required by this position to include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Exposure to confused, potentially aggressive and upset individuals on a daily basis. While performing the duties there may be frequent interruptions. The noise level is usually moderate. Have reliable transportation to and from work. Have the ability to maintain a high level of personal cleanliness, neatness and hygienic care.

3. MACHINES/EQUIPMENT/TOOL(S) USED:

Gloves

Masks

CPR Micro Shield Protective Eyewear

Hairnets

Protective Outerwear

Closed Shoes

Back Belt Support

4. QUALIFICATIONS:

Knowledge of current principles, methods and standards of nursing.

Knowledge of human development, including the process of aging.

Knowledge of community health and medical resources.

Skill in effective oral and written communications

Skill in supervising, evaluating and monitoring staff.

Ability to develop and conduct training workshop.

Ability to maintain employee, client and corporation confidentiality.

5. EDUCATION REQUIREMENT:

Two year certificate from a college or nursing school or Bachelor' Degree in Nursing. Must have a current Florida RN or LPN Licensure in good standing. Prior experience working with the elderly is preferred.

6. CERTIFICATE, LICENSES, REGISTRATIONS:

Abuse and Criminal Background Check

Florida Registered Nurse or Licensed Practical Nurse

Statement of Good Health

TB Test and signed physician statement within 45 days prior to employment

CPR Certification as required by A.H.C.A.

First Aid Training

Employment Status:	(Mark one of the following) Exemp	Non-Exempt	X

Community Aging & Re	tirement Services, Inc., dba CARES
Job Description	
Title of Position	Activity Coordinator
Department/Project	Adult Day Services
Location	East Pasco & West Pasco
Immediate Supervisor	Center Manager
Effective Date	3/2018

Position Summary & Reporting Relationship: Plans, organizes, directs and conducts therapeutic recreational and specialized activity programs designed to be meaningful and personcentered care. Oversees program assistants in the implementation of activities under the supervision of the Center Manager in accordance with the Agency for Health Care Administration, Department of Elder Affairs and other regulatory entities.

1. RESPONSIBILITIES: Include the following. Other duties may be assigned.

Provides supervision, direction and training in the implementation of the person-centered care activities program to Program Assistants.

Works in partnership with contracted staff, volunteers and new employees.

Recruits and works with volunteers

Plans, organizes and implements person centered care activities that to consist of educational, recreational, leisure and social activities and will engage participants.

Varied activity programs based on functional needs of participants and have therapeutic value.

Completes and reviews activity calendars with Center Manager and program assistants for appropriate activities and variety in a timely manner.

Collaborates with center nurse in the planning of activities and communication of participant updates or changes in conditions.

Identifies, contacts and schedules community resources in providing activities.

Interviews participants for interests, likes, dislikes and ability to contribute to individualized care plans and quarterly reviews.

Provides personal care assistance to participants including assisting in ambulation to and from activities, restroom and feeding under the supervision of the center nurse.

Coordinates and assists in the food service under the Adult Care Food Program.

Assists with the preparation of reports associated with the funded programs.

Maintains inventory and orders materials as needed.

Attends and participates in meeting and trainings.

Able to fill in staffing vacancies at other centers when needed

Other duties as assigned by Center Manager

2. PERFORMANCE REQUIREMENTS:

The physical demands must be met to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is required to see, talk and hear. The employee will be subject to frequent standing; walking; sitting; use of their arms, hands and fingers, be able to reach with hands and arms, stoop, kneel, crouch, or crawl. Must frequently lift and/or move up to 25 pounds and occasionally lift and/or move 50 pounds or more. Specific vision is required by this position to include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Exposure to confused, potentially aggressive and upset individuals on a daily basis. While performing the duties there may be frequent interruptions. The noise level is usually moderate. Have the ability to maintain client and corporation confidentiality. Have reliable transportation to and from work. Have the ability to maintain a high level of personal cleanliness, neatness and hygienic care.

3. MACHINES/EQUIPMENT/TOOL(S) USED:

Telephone

Computer

Fax Machine

Thermometer

Photocopier Internet VCR/DVD/CD Television

Microwave Coffee Maker Freezer/Refrigerator Convention Oven

4. SAFETY EQUIPMENT (AVAILABLE):

Gloves

Masks

CPR Micro Shield Protective Eyewear

Hairnets

Protective Outerwear

Closed Shoes Back Belt Support

5. WORK EXPERIENCE REQUIREMENTS:

- Knowledge of the process of aging.
- Skill in oral and written communications.
- Ability to learn and implement a variety of therapeutic recreational activities.
- Ability to lead small and large group activities.
- Knowledge of activity development that is age appropriate.
- Prior experience in working with the elderly in the capacity of activities.

6. EDUCATION REQUIREMENTS:

- High School Diploma or GED
- National Certification Council for Activities Professionals preferred.

7. CERTIFICATES, LICENSES & REGISTRATIONS:

- Abuse and Criminal Background Check.
- Proof of education or experience.
- Statement of Good Health.
- TB Test and signed physician statement within 45 days prior to employment.
- CPR Certification as required by A.H.C.A.
- First Aid Training
- Valid Florida Driver License

8. STAFF DEVELOPMENT:

- Attend Staff Meetings
- Attend relevant In-services, Conference, Seminars and Workshops.

Employment Status:	(Mark one of the following)	Exempt	Non-Exempt	X	8

Title of Position	Case Coordinator / Intake Coordinator/Assessor
Department/Project	OAA Homemaker and Chore Intake Program
Location	Pasco County
Immediate Supervisor	Programs Accountability Supervisor
Effective Date	June 1999

Position Summary & Reporting Relationship:

Responsible for initial and annual re-assessment of Homemaker and Chore Program clients for appropriateness of Homemaker and Chore services, the development of service plans and initiation of service requests. Receives and processes all referrals for OAA and LSP services. Coordinates the flow of all information regarding referrals to the case manager and maintains records concerning the Care Management Department wait list for OAA programs.

1. Responsibilities:

Completes client assessment in client's residence identifying needs, problems, strengths, weaknesses and resources available to Homemaker client.

Develops individual service plan with client and/or significant other.

Advises clients of their right to appeal and reviews appeals process.

Initiates service request for Homemaker and Chore services indicating duration and frequency of service.

Compiles and maintains progress notes on service provision as well as other documentation as needed.

Completes annual re-assessment to determine continued need for Homemaker or Chore services.

Maintain accurate records for quarterly and federal fiscal year report purposes.

Provides direction and supervision to Homemaker/Chore Program support staff.

Case Coordination and Intake Responsibilities

Receives referrals by the ADRC, telephone, mail, fax and walk-in and determines the urgency of the person(s)/applicant(s) need, the type of assistance requested, eligibility for services and prioritizes the client using the DOEA Intake Screening and Assessment Form (701A or S) and CARES addendum forms.

Forwards completed intake, screening and assessment Form DOEA (701A/S) and CARES Intake, Screening and Assessment Addendum

Forms to CIRTS Data Entry worker in order to establish risk score and waiting list status.

Updates clients' wait list records (i.e. DOEA 701A or S and CARES Intake Screening and Assessment Addendum Forms) and terminates the names of clients no longer in need of services and forwards said information to CIRTS Data Entry worker for appropriate action.

Provides information on community resources and CARES services to individuals making referrals or inquires for services.

Maintains a record of those individuals referred for service(s) but removed for the wait list.

Identifies situations/referrals which require urgent intervention and notifies appropriate person/organization (i.e. Immediate Supervisor, Adult Protective Services, GCCC Geriatric Crisis Response Team, etc.).

Maintains a log/record on all referrals taken and completes required monthly record/report of billable Case Management units and submits same to CIRTS Data Entry worker at scheduled time (i.e. by the 5th of the month following the month in which billable activities took place).

Attends and participates in CARES Community Care Department staff meetings and in-service trainings.

Performs related duties as assigned by management.

2. Performance Requirements:

Must communicate effectively with staff, clients, caregivers and the public over the phone and in person.

Must write legibly.

Must on occasion allay anger, frustration and fear in callers and clients. Must tolerate work related emotional/mental pressure regarding inquirer's crisis. Must continuously handle the stress of multiple calls from distressed people.

Must tolerate sitting for extended periods of time, on a daily basis.

Must exhibit flexibility and demonstrate willingness to meet changing program needs.

Must fill out required forms and complete paperwork in an accurate and timely manner.

Must perform basic mathematical computations.

Must occasionally lift and carry supplies weighing up to 10 pounds.

Must read and respond to messages (telephone, fax, written and e-mail) in a timely manner.

Must attend and participate in in-service training per DOEA requirements.

Must comply with all CARES' Personnel Policies and CARES' Community Care Department Policies and Procedures.

Must observe and follow CARES' Safety Manual policies and procedures.

3. Machine/Equipment/Tool(s) Used:

Telephone

Computer

Calculator

Security System

Photocopier

Postage Machine

Fax Machine

Personal Auto

4. Safety Equipment:

Black Belt available

5. Qualifications:

A BS or BA in Social Work, Sociology, Gerontology, Psychology or related field is required. However, a combination of training, education and experience which provides the required knowledge, skills and abilities is acceptable if the formal educational requirements listed above are waived following approval by the Area Agency on Aging.

Knowledge of eligibility criteria for CARES Community Care Department services/programs.

Knowledge of community resources for the elderly and their eligibility criteria.

Knowledge of the problems and limitations of vulnerable elderly.

Skilled in effective oral and written communications.

Ability to interview effectively and efficiently.

Ability to establish and maintain effective working relationships with staff, clients and referral sources.

Ability to identify crisis situations that require attention and to act accordingly by referring to appropriate sources.

Ability to maintain client and agency confidentiality.

Valid Florida Driver's License and reliable transportation.

Current automobile insurance.

6. Working Conditions:

Indoor work primarily with some outdoor work occasionally required.

Exposure to a variety of home/residential environments.

Exposure to distraction of staff activity in room shared by others.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and although rare, may occasionally be exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock.

Hours of work:

8:00 AM to 5:00 PM

Monday through Friday – If Full Time Specific Schedule days – If Part Time

7. Staff Development:

Attend staff meetings and required in-service trainings.

Attend relevant conferences or seminars.

Employment Status:	(Mark one of the following)	Exempt	Non-Exempt_	X

Community Aging & Retirement Services, Inc., dba CARES Job Description

Title of Position	Homemaker
Department/Project	Home Health Department
Location	East & West Pasco
Immediate Supervisor	Home Care Administrator
Effective Date	August 1, 1999
0.70	D. I. diamakina

Position Summary & Reporting Relationship:

To be responsible and held accountable for the performance of specific home management duties for clients in their homes, in accordance with agency and departmental policies and procedures.

1. Responsibilities:

Provides only non-personal, non-nursing care to the client – no hands-on personal care services.

Performs only those homemaking tasks designated on a written Instruction Sheet prepared by the RN/Case Manager.

Performs the functions generally undertaken by the customary Homemaker, including preparation of meals, laundry, shopping, changing bed linens, dusting and vacuuming, wet mopping, cleaning bathroom and kitchen areas including appliances, ironing and mending clothing — as designated by RN/Case Manager.

Maintains the home in an optimum state of cleanliness and safety depending on family resources.

Plans prepares and serves nutritious meals according to the client's needs.

Shops for food and household supplies necessary to meet client's needs.

Involves the client and/or family whenever possible in all activities.

Seeks guidance from the Service Coordinator or RN/Case Manager whenever in doubt.

Respects the confidentiality of clients and families served.

Uses proper body mechanics at all times.

Observes client's general mental and physical condition and reports important changes, any unusual incidents or changes in the client's behavior to the RN/Case Manager.

Reports to the Service Coordinator or RN/Case manager any incidents or problems related to his/her work or incidents or problems related to the client's family.

Completes required reports and work records accurately and on time.

CARES JOB DESCRIPTION: PAGE TWO

Uses equipment and supplies effectively and efficiently.

Informs Service Coordinator when schedule changes are necessary.

Performs other duties as assigned.

Complies with departmental and agency policies and procedures.

2. Performance Requirements:

Must drive a vehicle in the performance of job responsibilities.

Able to follow oral and written instructions.

Able to read and understand safety rules, operating and maintenance instructions, food labels, recipes and procedure manuals.

Able to speak effectively to clients and to communicate by phone with office staff and other persons.

Able to write clearly and keep simple records.

Able to deal with minor emergencies, to work under stress when a crisis occurs and to know when and where to seek help.

Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions and decimals.

Able to apply common sense understanding to carry out instructions furnished verbally or in writing.

Able to accept and work under supervision as a member of the health care team.

Frequently required to stand, walk, sit, talk, hear and smell; use hands to finger, handle or feel objects, tools or controls; reach and stretch with hands and arms; stoop, kneel, crouch or crawl.

Must frequently lift and/or move up to 25 pounds and occasionally lift and/or move 50 pounds or more

3. Machine/Equipment/Tool(s) Used:

Vacuum Wet Mop and Pail Dishwasher Garbage Disposal Iron

Washing Machine Clothes Dryer Garbage Disposa Refrigerator

Cleaning Cloths

Needle and Thread

Toilet Bowl Cleaner

Stove

Duster Broom

4. Safety Equipment:

Back Belt Safety Glasses CPR Microshield Gloves

5. Qualifications:

High School Diploma with one year experience in home health or homemaking.

Valid Florida driver's license, a reliable automobile, current automobile insurance and be willing to operate personal car.

Must receive 16 hours of training in topics related to human development and interpersonal relationships, nutrition, marketing, food storage, use of equipment and supplies, planning and organizing of household tasks, principles of cleanliness and safety, record keeping and emergency procedures.

Emotional and mental maturity.

Physical examination which includes required health statement done within the past six months. The results of tuberculin skin test or chest X-ray done within the last six months.

6. Working Conditions:

Work performance in various home, store and/or laundry environments.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock.

7. Staff Development:

Required to have a minimum of four hours of in-service training annually. (six to eight hours is preferred)

Attend required agency and departmental in-services as well as other relevant training sessions.

Employment Status:	(Mark one of the following)	Exempt	_ Non-Exempt _	<u>X</u>

Community Aging & Retirement Services, Inc., dba CARES Job Description

Chore Worker
Chore Department
Pasco County
Program Accountability Supervisor
January 2018

Position Summary & Reporting Relationship:

Perform various maintenance and custodial functions at the client's home setting as outlined in DOEA Programs and Services Manual and determined by program supervisory staff on Chore work order.

1. Responsibilities:

Perform tasks such as house cleaning, carpet cleaning, oven cleaning, cleaning and washing walls, windows, screens, and mobile trailers, yard work, weeding, mowing grass, pruning shrubbery, essential and related errands, lifting and moving heavy furniture, and simple household repairs.

Operate equipment and vehicles employing proper use and safety cautions.

Accept and follow supervisory guidance and work cooperatively with co-workers.

Correctly complete all appropriate service documentation and record keeping.

Ensure program clients are provided information regarding donation procedures for services rendered, including the receipting of actual client donations for submitting to Direct Service Clerk at the completion of the day.

Report promptly to the supervisor any changes in the client's situation.

Respect the confidentiality of clients and families served.

Participate in staff/training meetings as scheduled.

Perform other duties as assigned by the Chore Supervisor or Direct Service Supervisor.

Adhere to agency policy and procedures.

2. Minimum Qualifications:

High school diploma or equivalent preferred; one-year related experience.

Valid Florida driver's license and good health.

Ability to read, write, and follow written or verbal instructions.

Ability to lift and/or move 25 pounds on a regular basis and lift and/or move 50 pounds on an occasional basis.

3. **WORKING CONDITIONS:**

Work at the Client's home setting performing various tasks as described under responsibilities.

4. SAFETY EQUIPMENT:

Back Belt CPR Microshield Protective Eyewear

5. <u>STAFF DEVELOPMENT:</u>

Attend Staff Meetings
Attend relevant In-services

Employment Status: (Mark one of the following) Exempt _____ Non-Exempt __X

Community Aging & Retirement Services, Inc., dba CARES Job Description

Title of Position	CIRTS Data Entry Specialist						
Department/Project	Care Management						
Location	Pasco County						
Immediate Supervisor	Program Director						
Effective Date	March 2018						

Position Summary & Reporting Relationship:

Reporting to and under the supervision of Program Director receives and assembles information for input in CIRTS. Inputs data/information in CIRTS and retrieves CIRTS and e-mail data/information for appropriate individuals and specific program purposes.

1. Responsibilities:

Enter in CIRTS client specific data from original DOEA 701A and 701B for enrollment and wait list purposes.

Enter in CIRTS defined care plan data for enrolled ADI, CCE, HCE, LSP and OAA participants.

Enter in CIRTS received service data in aggregate and client specific manner for unit cost reimbursement and Home Care for the Elderly caregiver/client payment.

Query CIRTS to produce specific reports.

Enter and retrieve e-mail information for appropriate individuals.

Assist in the coordination of the flow of CIRTS data/information for supervisors, fiscal staff, and program personnel (i.e. care managers, case aids and OAA office staff).

Reproduce necessary data, records and/or other materials for record keeping or other departmental purposes.

Maintain records, data and information in an orderly or systematic manner.

Other duties as determined by immediate supervisor.

2. <u>Performance Requirements:</u>

Must accurately enter required data elements at an efficient rate and in a timely manner.

Must be able to enter data for prolonged periods of time using a computer terminal.

Must exhibit flexibility and demonstrate willingness to meet changing program needs.

Must comply with all CARES Personnel Policies and Project/Department rules.

Must observe and follow the provisions of CARES accident prevention/safety procedures and reporting of injury, accident and incident policies.

Must be able to lift and carry supplies or file boxes weighing up to 20 pounds.

3. Machine/Equipment/Tools(s) Used:

Calculator
Computer
Copy Machine
Fax Machine
General Telephone System
Postage Meter

4. Safety Equipment:

Fire Extinguisher First Aid Kit

5. Qualifications:

Knowledge of DOEA CIRTS guidelines and procedures.

Ability to operate, or learn to operate efficiently, the existing CIRTS software program.

Ability to work efficiently under pressure and with deadlines.

Ability to establish and maintain effective working relationships with staff.

Ability to organize and maintain records.

Ability to work effectively with community and statewide agencies.

Ability to maintain department, agency and client confidentiality.

6. Working Conditions:

Requires working in shared office setting

Requires prolonged sitting, typing and working with computer terminal.

Schedule of work subject to change to meet program needs.

Hours of work are between 8:00 AM and 4:30 PM.

7	CI CATS T	
7.	Staff Develo	nment
/ •	DELLER APPROAC	DALL CALL.

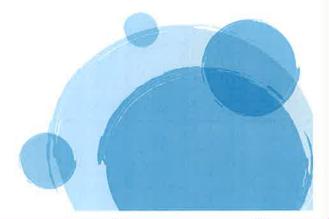
Staff development includes staff meetings, pre-service and in-service training and attendance at relevant conferences and seminars.

Employment Status:	(Mark one of the following)	Exempt	Non-Exempt X
1 3	(1



CARES 2019 & 2020 Outside Monitoring Reports

Attachment VI





Richard Prudom Secretary

June 11, 2020

Mary Stahl

Program Accountability Supervisor

Community Aging & Retirement Services, Inc.
12417 Clock Tower Parkway

Hudson, FL 34667

Dear Ms. Stahl,

Thank you for the courtesy and cooperation you extended to our representative during the June 2020 Adult Care Food Program (ACFP) desk review. The purpose of this review was to assess your organization's administration of the ACFP and to provide technical assistance to strengthen Program management and integrity.

Our reviewer examined ACFP documentation such as income eligibility forms, enrollment forms, master enrollment lists, attendance records, meal count records, menu records and food service cost records. The review focused on the records supporting your February 2020 claim for reimbursement. We also assessed compliance with civil rights requirements.

As per our phone conversation, case numbers will be added to Meal Benefit Income Eligibility forms. Community Aging & Retirement Services is not adding labor force and monitoring hours to monthly claims. Sponsor organizations should be reporting these expenses on a monthly basis. Y6111 Food Service Annual Budget includes \$68,310 in administrative expenses, and \$22,700 in food service labor cost. These expenses should be reflected on monthly claim submission.

We appreciate your efforts in ensuring proper management and integrity of the Program.

If you have any questions, you can contact me at 850-414-2122 or via e-mail at gongoral@elderaffairs.org

Sincerely,

Lucila Gongora, FCCM

4040 Esplanade Way, Tallahassee, FL 32399-7000 Phone: (850) 414-2000 | Fax: (850) 414-2004 | TDD: (850) 414-2001 visit us at: elderaffairs.org In accordance with 7 CFR Part 226.6(k), the Florida Department of Elder Affairs (DOEA), Adult Care Food Program, has established the following procedures which should be used by an appellant (institution and responsible principals/individuals) requesting a review of administrative action taken by the Florida Department of Elder Affairs. These procedures are hereby provided annually to all institutions and responsible principals/individuals at the time of notification of an administrative action and any other time as requested.

ADMINISTRATIVE ACTIONS WHICH MAY BE APPEALED

Application denial*

Denial of a institution's facility application (site application)*

Notice of Proposed Termination

- Notice of proposed disqualification of a responsible principal/individual
- Suspension of participation due to health or safety reasons or submission of false or fraudulent claim
- Denial of all or a part of an institution's claim for reimbursement [except for a denial based on a late submission under 226.10(e)]

Demand for the remittance of an overpayment

Any other action of the State Agency affecting a institution's participation or its claim forreimbursement

PROCEDURE FOR FILING REQUEST FOR APPEAL

Request for an appeal by an institution and responsible principals/individuals must be submitted in writing and received no later than fifteen (15) days from the date of receipt of action. A request for an appeal shall be mailed or filed in person with

> . Ms. Madeleine Nobles, Hearing Officer/Administrative Review Official Florida Department of Elder Affairs 4040 Esplanade Way, Suite 280L Tallahassee, Florida 32399-7000

Contents of Written Request for an Appeal: The institution and responsible principals/individuals must submit a written request for an appeal that clearly identifies the administrative action or actions that are being appealed, the basis for filing an appeal, and the specific reasons why an appeal is being filed. The institution and responsible principals/individuals may refute the findings contained in the notice of action in person at a hearing, or by submitting written documentation to the Hearing Officer/Administrative Review Official, or both. If the institution and responsible principals/individuals wish to submit information and documentation that supports the request for an appeal by showing grounds on which the appeal is being sought from the administrative action, this information and documentation must be submitted to the Hearing Officer/Administrative Review Official no later than thirty (30) days from receipt of the notice of action.

The Florida Department of Elder Affairs will acknowledge the receipt of the request for an administrative review within ten (10) days of receipt of the request.

The institution and the responsible principals and responsible individuals may retain legal counsel, or may be represented by another person.

Any information on which the State Agency's action was based must be available to the institution and the responsible principals and responsible individuals for inspection from the date of receipt of the request for an administrative review.

The institution and the responsible principals and responsible individuals may refute the findings contained in the notice of action in person or by submitting written documentation to the administrative review official. In order to be considered, written documentation must be submitted to the Hearing Officer/Administrative Review Official not later than thirty (30) days after receipt of the notice of action.

If the institution's representative, or the responsible principals or responsible individuals or their representative, fail to appear at a scheduled hearing, they waive the right to a personal appearance before the Hearing Officer/Administrative Review Official, unless the Hearing Officer/Administrative Review Official agrees to reschedule the hearing. A representative of the State Agency must be allowed to attend the hearing to respond to the testimony of the institution and the responsible principals and responsible individuals and to answer questions posed by the Hearing Officer/Administrative Review Official. If a hearing is requested, the institution, the responsible principals and responsible individuals, and the State agency must be provided with at least ten (10) days advance notice of the time and place of the hearing.

The institution and the responsible principals and responsible individuals must be permitted to contact the Hearing Officer/Administrative Review Official directly if they so desire.

The Hearing Officer/Administrative Review Official will make a determination based solely on the information provided by the State Agency, the institution, and the responsible principals and responsible individuals, and based on Federal and State laws, regulations, policies, and procedures governing the Program. The Hearing Officer/Administrative Review Official will inform the State Agency, the institution's executive director, chairperson of the board of directors, responsible principals, and responsible individuals of the outcome of the hearing within sixty (60) days.

The determination made by the Hearing Officer/Administrative Review Official is the final administrative determination to be afforded the institution and the responsible principals and responsible individuals.

*Abbreviated Appeal: The State Agency will limit the appeal to a review of written submissions concerning the accuracy of the State agency's determination A. If the application was denied or B. the State agency proposes to terminate the institutions' agreement because: 1. the information submitted on the application was false 2. the institution, one of its facilities, or one of the principals or the institution or its facilities are (i) on the national disqualified list, or (ii) are ineligible to participate in any other publicly funded program by reason of violation of the requirements of the program or (iii) if one of the responsible principals or responsible individuals has been convicted for any activity that indicates a lack of business integrity.

COVID-19 Modified Review Form

Desk Audit

Date: 6/10/2020

Provider Name/Contract Number: Y6111

ACFP Representative Conducting Review: Community Aging & Retirement

PROGRAM-ADMINISTRATION	YES	on.	N/A	PROCEURE MANUAL REFERENCE(5)	COMMENTS
t. The center/facility uses current DOEA provided forms or afternate forms approved by DOEA.	1			All chapters	
The center/facility has on file and utilizes all pertinent program information and documents	1			Policy Memo Dissemination	Documents are well organized
from the USDA and DOEA. 3. The center/facility has written policies and procedures that assign program responsibilities and duties as it pertains to ACFP.*	/			58A-6.006(2), F.A.C	Provider will need to add ACFP time to job descriptions, monitoring . USDA request to report time in %
 The ACFP is directly managed by the center/facility; no portion of the program management is subcontracted. 	/			Section 5.1, 6.1	
 The center/facility emergency preparedness plan is sufficient to ensure that providers are reimbursed and disruption of ACFP services is minimized during emergencies. 	/			Chapter 429, Part III & Chapter 58A- 6.011, F.A.C.	Copy on file
5. Coples of all records pertaining to the ACFP in Florida are maintained in an office located within the State of Florida at all times.	1			Section 5.1, 6.1	f. // // // // // // // // // // // // //

07					20
-					
7. All ACFP records are maintained for at			-		
least the current fiscal year and the slx				Section 5.1, 6.1	
prior fiscal years.*	18-1	_	1		
8. All records pertaining to any					2.
unresolved audits or reviews are			10		
maintained for a minimum of the current				Section 5.1, 6.1	
fiscal year and six prior fiscal years or until all outstanding issues are	LWI	-			
resolved.*			6		
9. Meal types and times submitted by					
the center/facility meet all		r	П	Section 3.1, 7.1, 7.5	
DOEA requirements. Any exceptions		Ш	L	260001 244 714 719	
have been approved in writing by DOEA.					
10. A written individual plan of care is					* E
developed and maintained for every				Section 2.5	
functionally impaired participant.					N -l
11. The sponsor submits Change Forms and accompanying documentation when					No changes on record
and accompanying documentation when any information changes on the				Section 3.2	*
center/facility's	ш				17
application form.					
12. Dally point of service meal count only	V	Г		Section 8.15	
Includes ACFP eligible clients.*	Y.	Ш			
13. The center/facility receives only				Section 6.12	
ACFP funds for meals claimed.*	Name Have		98,956,000	PROCEURE	
	Vice		N/A	MANUAL	COMMENTS
Eligibility determinations				RÉFERENCE(S)	
15. The center/facility ensures that each	ENE AU	1996	HINGS:	ENGLISHED PROPERTY	Final Control of the
adult whose meals are claimed for		 			□ □
reimbursement is age-eligible to	\checkmark			Section 2.5	
participate in the ACFP.*		1			
17. The center/facility accurately	1132	0.7552			Provider will add case numbers for all free and
completed the Meal Benefit			1	6	reduced price participants
Income Eligibility Form. (See attached				Sections 2.5, 10.4	· · ·
Participant Application & Roster				Č.	
Review form),*					

			1		
19, Current and complete enrollment forms and dally attendance forms are on file for all adults participating in the ACFP.*	Z			Sections, 8.14, 8.15, 10.7	
CLAIM REVIEW AND EDITS	YES:	ŊŌ	n/A	PROCEDURE MANUAL REFERENCE(S)	COMMENTS
20. The center/facility ensures the monthly claim information is accurate, the meals claimed are eligible for reimbursement, and that adequate documentation (meal count worksheets, dally attendance sheets, and enrollment rosters) support the provider's claim.*	Z			Sections 4.6, 4.7, 4,8, 8.6, 9,10	
21. The center/facility cost is not in excess of three months of operating budget.	Z			Section 9.6	8
22. The center/facility correctly designates the meal reimbursement.	V			Sections 4.6	
23. The information on the Point of Service forms is accurate and supports the claim. (See Daily "Point of Service"	V			Sections 5.1, 9.10, 6.3	Copy on file
Meal Count form). 24. Claims for reimbursement are received by the 15th of the month following claim month from the center/facility.*		V		Section 4.3	Provider should submit clalms by 15 of each month
25. The center/facility has the one-time exception available for submitting a claim.	V			Section 4.3	
26. Revised claims are filed when necessary and within the regulred time frames.*			V	Section 4.3	
TRAINING	YES	NO	N/A	PROCEDURE MANUAL REFERÊNCE(S)	COMMENTS

7°5

				Copies on file
/			Section 6.6	
YES	NO	N/A		COMMENIS
V			Sections 9.4, 3.2	Claude Pepper expired 12/28/2021. Crescent expired 1/03/2022
Z			DOEA Internal Check, 9.16	
		V	DOEA internal Check, 9.16	
YES	NO	N/A	PROCEDURE MANUAL REFERENCE(S).	GOMMENIS
V			F,A,C'58A-6 Section 11,1	
V			8,10	
YES	NO	N/A	MANUAL REFERENCE(S)	COMMENS
/			Section 9.12	
	YES.	YES NO WES NO YES NO YES NO	YES NO N/A YES NO N/A YES NO N/A YES NO N/A	PROCEDURE WANUAL REFERENCE(S) Sections 9,4, 3,2 DOEA Internal Check, 9,16 PROCEDURE WANUAL PROCEDURE WANUAL REFERENCE(S) PROCEDURE WANUAL REFERENCE(S) F.A.C.58A-6 Section 11,1 Sections 7,1, 8,10 PROCEDURE WANUAL REFERENCE(S) F.A.C.58A-6 Sections 7,1, 8,10 PROCEDURE WANUAL REFERENCE(S)

(8)

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47. Administrative expenses are specified in the budget and are allowable, reasonable, necessary, and	Section 9.12	,					
appropriately documented. 48. Monthly expenditure records are maintained, and support claim(s) reviewed regarding food costs, non-food supply costs, labor costs, administrative costs, and non-expendable costs. (See attached ACFP Monthly Expenditures Worksheet and Allowable Food Cost Review Form).	Sections 8.2, 8.3,9.6, 9.12	Y6111 does not add labor, and monitoring hours to February's claim, and in general to monthly claims. Provider will need to add labor force and monitoring costs to operating and administrative expenses.					
Please note that a follow-up on site visit will be scho	ı İssues will need corrections:	ency is able to travel and stay at home orders have been lifted. provider will include case numbers to Meal Benefit Income Eligibility Forms. I monthly claims. AHCA licenses up to date.					
Provider will report labor force and me	officing flours of	(Monday Oceanics)					
ACFP Representative: Lucila Gongora	Date: <u>6</u> /	11/2020					
Sponsor Representative:Date:							
ACFP Supervisor Review: Date:							

Agency fo	r Health Care Adminis OF DEFICIENCIES	1 (X1) PROVIDERISOPPLIERIGUA	(X2) MULTIPLE C		COMP	SURVEY LETED
AND PLAN O	CORRECTION	IDENTIFICATION NUMBER:	A, BUILDING:	Marine 2011 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		
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NAME OF PR	OVIDER OR SUPPLIER		address, city, state IFTH STREET	E, ZIP CODE		SOUTH
CARES		DADEC	TY, FL 33526	PROVIDER'S PLAN OF CORF	ECTION	(X6)
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						مستحدا وجادو والمادون
	0000 0001	-		Time in		(X6) DATE

AHCA Form 3020-0004
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

T8U611

STATEMENT	or Health Care Administry or DEFICIENCIES of CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE (MINISTRUCTION	(X3) DATE SURVEY COMPLETED
		AD12962093	B' MINO		12/27/2019
NAME OF PE	ROVIDER OR SUPPLIER	STREETA	ADDRESS, CITY, STAT	E, ZIP CODE	
CARES			N BUREN ST ORT RICHEY, FL 3		
(X4) 1D PREFIX TAG	(EACH DEFICIENC REGULATORY OR	ATEMENT OF DEFICIENCIES Y MUST BE PRECEDED BY FULL LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD I CROSS-REPERENCED TO THE APPROPRI DEFIGIENCY)	E COMPLETE
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AHCA Form	3020-0001	R/SUPPLIER REPRESENTATIVE'S SIGNAT	URE _	TITLE	STAU(9X)

STATE FORM



DEPARTMENT OF VETERANS AFFAIRS JAMES A. HALEY VETERANS HOSPITAL 13000 BRUCE B. DOWNS BLVD. TAMPA, FLORIDA 33612

June 3, 2019

Mary Stahl, Program Manager CARES Adult Day Services Center 12417 Clock Tower Pkwy Hudson, FL 34667

Dear Ms. Stahl:

This letter reports the findings of the annual survey of Crescent Center in Dade City by James A. Haley Veteran's Hospital conducted on May 23, 2019, by the following VA staff members:

Louis Abrams, RN

Nursing/Administration

Jamie Morgan, RD

Dietary

Dave Vasquez

Fiscal

Larry Horn

Fire/Safety

Elizabeth Provenzano, LCSW

Social Work

Kimberly Peatee, , CTRS

Recreational Therapy

All disciplines recommend approval of continued contracted services from Crescent Center for Adult Day Health Care. No deficiencies were noted on the Florida Adult Day Care Center survey tags. The team members agree that the center is managed to the highest standards. No recommendations or problems identified by any of the team members.

Thank you for the assistance that you provided to the team. We look forward to our continued relationship with your center. For questions please contact Elizabeth Provenzano, LCSW (813)972-2000 ext 7456.

Sincerely

theenopro, Scow Elizabeth Provenzano, LCSW

Non Institutional Care Coordinator

13000 Bruce B, Downs Blvd

Tampa, FL 33612

Phone (813)972-2000 ext 7456

Fax (813) 631-3156



DEPARTMENT OF VETERANS AFFAIRS JAMES A. HALEY VETERANS HOSPITAL 13000 BRUCE B. DOWNS BLVD. TAMPA, FLORIDA 33612

June 3, 2019

Mary Stahl, Program Manager CARES Adult Day Services Center 12417 Clock Tower Pkwy Hudson, FL 34667

Dear Ms. Stahl:

This letter reports the findings of the annual survey of Claude Pepper Senior Center in New Port Richey by James A. Haley Veteran's Hospital conducted on May 30,2019, by the following VA staff members:

Louis Abrams, RN

Nursing/Administration

Jamie Morgan, RD

Dietary Fiscal

Dave Vasquez

Fire/Safety

Larry Horn

Elizabeth Provenzano, LCSW

Social Work

All disciplines recommend approval of continued contracted services from Claude Pepper for Adult Day Health Care. No deficiencies were noted on the Florida Adult Day Care Center survey tags. The team members agree that the center is managed well and the participants appear to enjoy their time at the center. The VA team found no discrepancies or issues to correct during this annual inspection.

Thank you for the assistance that you provided to the team. We look forward to our continued relationship with your center. For questions please contact Elizabeth Provenzano, LCSW (813)972-2000 ext 7456.

ano, Xcox

Non Institutional Care Coordinator

13000 Bruce B. Downs Blvd

Tampa, FL 33612

Phone (813)972-2000 ext 7456

Fax (813) 631-3156

AGENCY FOR HEALTH CARE ADMINISTRATION

STATEMENT OF DEFICIENCIES	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED	
q	HH19967959 02/20/2019		
NAME OF PROVIDER OR SUPPLIER CARES	STREET ADDRESS, CITY, STATE, ZIP CODE 12417 CLOCK TOWER PARKWAY STE 2 HUDSON, FL 34667		
(FINDIN	SUMMARY STATEMENT OF DEFK GS PRECEDED BY TAGS AND REGULATORY	CIENCIES IDENTIFYING INFORMATION)	

0000 - INITIAL COMMENTS

An Initial licensure survey was conducted at CARES, a home health agency located in Hudson, FL from 2/18/19 - 2/20/19.

There were no deficiencies cited at CARES home health agency on the dates of the survey.

LICENSE # PENDING

Agency for Health Care Administration

Home and Community-Based Assessment Tool

Non-Residential Settings





ABLE OF CONTENTS

ection I - Presumptively Institutional

Section II – HCBS Characteristics

1. Community Integration

2. Respect, Rights, and Choice

3. Employment

Section III - Signatures

	"Dome Ningary	Stephen Christian
EVIEWEK:	Keviewei Ivaille.	
	Reviewer Contact Information:	ion: Stephen.christian@wellcare.com
	Date of Review:	10:30 AM
PROVIDER:	Name:	Cares (Community Aging and Retirement Services, Inc)
	Medicaid ID Number:	
	Type	Adult Day Care Center Adult Day
		Other-
		Contract of the contract of th
	Address:	6640 Van Buren Street, New Port Richey, FL 34653
	County:	Pasco
	Location:	☑ Urban
		☐ Rural

vame:	īrina Briner
Telephone Number:	727 844 3077
Email Address:	tbriner@caresfl.org

Number of Direct Staff:	Q	
Setting Capacity:	09	To the second se
Number of Individuals	Waiver Recipients:	Non-Waiver Individuals:
Served:		

FACILITY:



HCBS Assessment Review Tool - Non-Residential Settings

All standards are in accordance with Title 42, Code of Federal Regulations, Section 441.301

ECTION I — PRESUMPTIVELY INSTITUTIONAL

Settings will receive a copy of the assessor's completed report, including findings of deficiency or non-compliance.

Settings that are determined to be presumptively institutional, may elect to have individualized intensified review by the State or its designee by submitting evidence that demonstrates that individuals receiving home and community-based services in the setting are integrated into the greater community in accordance with the HCB Settings Rule. These settings can also elect to coordinate with the State or its designee to implement a plan of remediation to come into compliance.

Assessors may utilize facility observation, individual file review, setting policy review, or individual interview to ensure that settings are compliant with HCBS requirements.

* Note; If the answer to any probing question in Section I is 'yes,' the setting is presumptively institutional. Please use the 'Comments' section to clarify answers where applicable. m



Comments	· · · · · · · · · · · · · · · · · · ·	
ting otively	S D	2 0
Is Setting Presumptively Institutional?	Y⊞S ⊠	∑.⊠
Probing Questions	facility? facility? Yes □ No ☒ Nental Diseases (IMD)? Yes □ No ☒ Yes □ No ☒ Safe setting located in an Intermediate Care Facility for individuals with intellectual or developmental disabilities (ICF/DD)? Yes □ No ☒ Yes □ No ☒ 4. Is the setting located in a hospital?	Yes □ No ⊠ 1. Is the setting in a building on the grounds of or immediately adjacent to an IMD? Yes □ No ☒ 2. Is the setting in a building on the grounds of or immediately adjacent to an ICF/DD? Yes □ No ☒
Presumptively Institutional Criteria	The Setting is located in a building that is also a publicly or privately operated facility that provides inpatient institutional treatment.	3. The setting is in a building on the grounds of, or immediately adjacent to, a public institution.



	6		
Comments	37 12		
Is Setting Presumptively Institutional?	8 D	\	
Is So Presur Institu	YES	H A	
Probing Questions	 Does the design of the setting or model of service provision limit full access to the greater community, including with individuals not receiving Medicaid-funded HCBS?	loca somi ess o ess o bs to portu iffe e dica ith ti	
resumptively Institutional Criteria	The setting has the effect of isolating individuals receiving Medicaid HCBS from the broader community.	(6)	æ



HCBS Assessment Review Tool - Non-Residential Settings

All standards are in accordance with Title 42, Code of Federal Regulations, Section 441.301

ECTION 11 - HCBS CHARACTERISTICS

Settings will receive a copy of the assessor's completed report, including findings of deficiency or non-compliance.

Settings that are determined to be non-compliant may elect to have individualized intensified review by the State or its designee by submitting evidence that demonstrates that individuals receiving home and community-based services in Rule. These settings can also elect to coordinate with the State or its designee to implement a plan of remediation to the setting are integrated into the greater community and exercise autonomy, in accordance with the HCB Settings come into compliance.

Assessors may utilize facility observation, individual file review, setting policy review, or individual interview to ensure that settings are compliant with HCBS requirements. *Note; A federal standard is met when the answers to all probing questions related to that standard are 'yes.' Please use the 'Comments' section to clarify answers where applicable, Ø



1. Community Integration

Comments		
Standard Met?	S D	^Q □
Star	YES ⊠	YES
Probing Questions	Are there supports for independent movement through the setting for individuals who need them (grab bars, ramps, and assistive doors)? Yes ⊠ No□ Can individual of varying ambulatory needs access all common areas/hallways independently? Yes ⊠ No□	a. Is the setting within a community (comprised of social, religious, and occupational resources)? Yes ⊠ No □ Non-recipients restting and in the community? Yes ⊠ No □ C. Are there opportunities for community activities not funded by Medicaid (religious, educational, social, and occupational)? Yes ⊠ No □ C. Are there opportunities for community activities not funded by Medicaid (religious, educational, social, and occupational)?
	by a. eets b. ays, ut	, v _i
Federal Standard	1.1 The setting is traversable by the individuals it serves; it meets the needs of individuals who require supports. Expectation: Individuals are able to make their way through the hallways, doorways, and common areas with or without assistive devices. Supports are available to individuals who require them.	1.2 The setting is located in the community and is equally accessible for individuals not receiving Medicaid HCBS. Expectation: Locations should be in community settings and access should be similar for those not receiving HCBS.



2. Rights/Respect/Choice

Federal Standard	Probing Questions	Standard Met?		Comments
2.1 Individuals, or their delegate, are active participants in the development of, and updates to, the person-centered plan. Expectation: Individuals and/or their representatives' ability to participate in the person centered planning process is not impinged upon by the setting, and their contributions/opinions are viewed as instrumental to the settings care planning process.	 a. Is/are the individuals/chosen representative(s) aware of how to schedule a person-centered planning meeting? Yes ⋈ No □ b. Is there documentation to suggest that individuals/representatives were present during the last person-centered plan meeting? Yes ⋈ No □ 	YES NO	2.	
 2.2 Individual choices are accommodated, including: Option to keep their own money and control their own resources. Create their personal daily schedules (e.g., decide when to wake up or go to bed; go to the movies, the mall, religious events, etc.) May be employed outside of the setting. 	 a. Does the setting make it easy for individuals to make choices about daily activities? b. Does the setting offer individuals an easy way to select or change the person through which they receive their services? Yes ⋈ No □ 	YES ⊠	2 □	



17		·
	Ti .	ON II
		ΥES
c. Does the setting encourage freedom of choice and autonomy in policy and practice? Yes ⊠ No □ d. Does the setting allow individuals to bring in personal resources such as money, food or other personal items? Yes ⊠ No □	e. Can individuals keep/control their own resources? Yes ⊠ No □	 a. Does the setting have a prearranged secure location for individuals' files both in policy and in practice? b. Does the setting's policy require that staff are trained to provide authorized services with respect for the individual's privacy, dignity, and free from restraint and coercion? Yes ⋈ No □
when and with whom to eat. Expectation: Adviduals have the right to live in an anyironment free from coercion where their choices are accounted for and conored in accordance with the personentered plan unless the individual's afety would be jeopardized.		ights of privacy, dignity, respect, and freedom from coercion and estraint. Expectation: Confidential information about the ndividual should be maintained in a secure file with only appropriate staff provided access to this information.

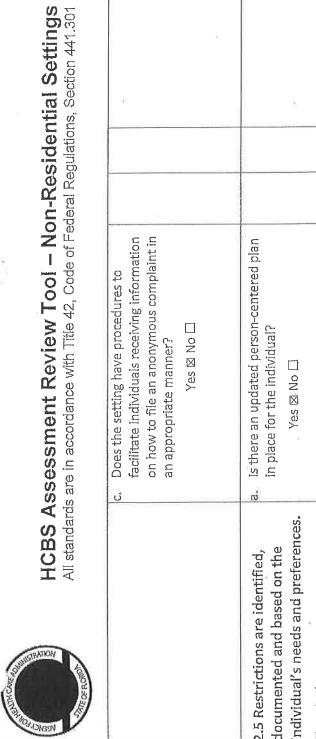


#1 #1		
c. Do staff converse with individuals while providing assistance/services and during the course of the day?	Yes ⊠ No □ d. Do staff address individuals in the manner they wish to be addressed? Yes ⊠ No □	

Federal Standard	Probing Questions	Standard Met?	P.	Comments
2.4 Individuals know how to file an anonymous complaint.	 a. Does the setting use plain language to make information about how to file an anonymous complaint available to individuals? 	•		
Expectation: Information is available to individuals on how to file an anonymous complaint. Telephone numbers for the Agency Consumer Complaint Hotline, and the Abuse and Exploitation Hotline are posted in a common area of the setting.	Yes ⊠ No □ b. Is information (in plain language) about filing complaints posted in obvious and accessible areas?	YES ⊠	S \square	
	Yes ⊠ No □			



**	
ve .	*
	<u>8</u> □
	YES
c. Does the setting have procedures to facilitate individuals receiving information on how to file an anonymous complaint in an appropriate manner? Yes ☒ No □	 a. Is there an updated person-centered plan in place for the individual? Yes ⊠ No □ b. Are restrictions documented on an individual basis with complete reasoning and evidentiary support? Yes ⊠ No □
	2.5 Restrictions are identified, documented and based on the individual's needs and preferences. Expectation: The service setting should not unduly estrict an individual.





HCBS Assessment Review Tool – Non-Residential Settings All standards are in accordance with Title 42, Code of Federal Regulations, Section 441.301

3. Employment

Federal Standard	Probing Questions	Standard Met?	ard ?	Comments
8.1 Setting assists ndividuals who wish to gain competitive	a. Does the setting aid individuals who wish to pursue competitive employment in the community? Yes ⊠ No □		9	E-1-1
employment and refers them to appropriate esource(s).	 b. Does the setting assist individuals with development of employment preparation skills? 	YES	9 II	12
Expectation: The setting has a training	Yes ⊠ No □ `			
program that aids ndividuals who wish to				
sommunity.	,			



HCBS Assessment Review Tool - Non-Residential Settings

All standards are in accordance with Title 42, Code of Federal Regulations, Section 441.301

ECTION III — SIGNATURES

Each setting will receive a copy of the assessor's completed report, including findings of deficiency or noncompliance within ten (10) days of its on-site assessment.

individualized intensified review by the State or its designee by submitting and evidentiary packet or a plan of Settings that are determined to be presumptively institutional, or otherwise non-compliant, may elect to have http://ahca.myflorida.com/medicaid/Policy and Quality/Policy/federal authorities/federal waivers/rule.shtml. remediation. Templates for both are available on the State's web site at

Settings have 10 days to respond to their Managed Care Organization with plan of remediation.

Settings that fail to come in compliance within the timeline outlined in their plan of remediation will be ineligible to participate in the provision of HCBS to Florida Medicaid recipients.

Trina Briner

etting Representative Name (printed):

etting Representative Signature:

🗵 I certify that the information recorded in this document is true, valid, and accurate to the best of my knowledge.

🗵 lacknowledge that to continue to provide HCBS services to Medicaid recipients, an evidentiary packet or plan of remediation must be completed

for this setting.

eviewer Name (printed);

eviewer Signafure:

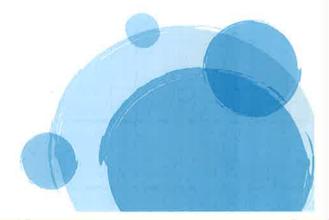
en Christian

33



CARES Letters of Support

Attachment VII





June 23, 2020

Ms. Jemith Rosa President/CEO Community Aging & Retirement Services, Inc. (CARES) 12417 Clock Tower Parkway Hudson, FL 34667

RE: Letter of Support CARES 2020 applications for Older Americans Act Grant Programs

Dear Ms. Rosa

Pasco County Senior Services (PCSS) is pleased to provide this letter of support for CARES application for the 2020 Grant Proposal under the Older American's Act programs.

The purpose of this letter is to offer our experience with CARES as it pertains to the agency's management capabilities, accountability of funds, and provision of services. PCSS has partnered with CARES for over forty years, most recently working alongside with them in providing meal service to vulnerable Community Care for the Elderly clients in Pasco County. CARES also has successfully partnered with us in using our senior centers as places to hold evidence-based fitness classes to seniors.

We wholeheartedly support the continuation of these services and urge the Area Agency on Aging of Pasco-Pinellas, Inc. to give favorable approval to the 2020 Older American's Act application submitted by Pasco County Senior Services.

Sincerely,

Thomas Snee, Manager

Pasco County Senior Services

Thomas on oping

TS/jb



June 29, 2020

POST OFFICE BOX 276 • DADE CITY, FLORIDA 33526-0276

Jemith Rosa, President & CEO CARES
12417 Clock Tower Parkway
Hudson, FL 34667

Dear Ms. Resa.

It is an honor and a pleasure to work with you and your fine organization, no doubt the top senior services program in the Tampa Bay area. As you apply for funding available through the 2020 round of the Older Americans Act Grant program, please know that you have my full and unwavering support.

My relationship with *CARES* goes back 26 years to my earliest days as a member of the Florida Legislature, and has continued on during the nearly seven years since I became Pasco County's Tax Collector. I have worked closely with the Area Agency on Aging during those years to help ensure that *CARES* received its rightful share of funding for the outstanding services you provide.

Since becoming tax collector our office has designated *CARES* several times as a "Charity of the Month" due to the unique and creative programs you have that help meet the needs of senior citizens who live in our community. Whether it be meals for homebound seniors, development of the health care services program that ensures vulnerable seniors receive the medical attention they require, or the host of programs you offer at the various senior center locations throughout the county, you truly cover all the bases when it comes to serving our elderly population.

There can be no doubt that *CARES* deserves continued funding under the Older Americans Act Grant program. As stated before, I fully support your application. If you or anyone may have questions that I can answer please do not hesitate to contact me.

Yours truly,

Mike Fasano Tax Collector

MF/gg



1306 W. Sligh Avenue Tampa, Florida 33604 Tel: (813) 932-5228 Fax: (813) 932-9604 www.seniorsinservice.org

June 30, 2020

Ms. Jemith Rosa President/CEO Community Aging & Retirement Services, Inc. (CARES) 12417 Clock Tower Parkway Hudson, FL 34667

Dear Jemith,

Seniors in Service of Tampa, Inc. is pleased to support your grant application for multiple senior services in Pasco County. We look forward to ongoing collaboration with Community Aging & Retirement Services, Inc. (CARES) to promote quality of life and independence for older adults.

Seniors in Service of Tampa Bay is a non-profit organization that has been serving seniors and adults with disabilities throughout the Tampa Bay community since 1984. Our mission is to provide solutions to community challenges by engaging volunteers aged 55+. Engaging volunteers is our specialty. Our services help at-risk elders age in place so they can live independently, with dignity. Our senior-aged volunteers also benefit by staying active and purposeful, delaying their own need for services.

CARES is recognized for providing high-quality services to meet the needs of older persons and their families in Pasco County. CARES promotes quality of life and independence for adults through health, social, and supportive services by partnering with health professionals, families, volunteers, donors and businesses who want elders to age positively and with dignity.

Seniors in Service strongly supports CARES in your efforts to expand and enhance support for seniors. Your agency's management capabilities, accountability of funds and provision of services are made evident through your ongoing successful outcomes and tremendous community impact. Your dedication to collaboration and partnership have helped Seniors in Service expand our services to help seniors in Pasco County. We value your personal involvement on our Seniors in Service Board of Directors, enabling us to benefit from your leadership. We are committed to our ongoing partnership, engaging Pasco residents as volunteers to help CARES and other agencies that serve seniors. We are hopeful that you will be awarded grant funding for this important work.

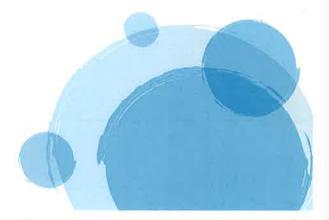
Sincerely,

Robin Ingles, CEO



Audited Financial Statement

Attachment VIII



FINANCIAL STATEMENTS AND INDEPENDENT AUDITORS' REPORTS COMMUNITY AGING AND RETIREMENT SERVICES, INC.

December 31, 2019

TABLE OF CONTENTS

Independent Auditors' Report	3 - 4
Financial Statements Statement of Financial Position Statement of Activities and Changes in Net Assets Statement of Functional Expenses Statement of Cash Flows Notes to Financial Statements	5 6 7 8 9 - 16
Supplementary Information Schedule of Expenditures of State Financial Assistance Notes to Schedule of Expenditures of State Financial Assistance Schedule of Functional Expenses by Service	17 18 19 20 - 22
Compliance Reports Independent Auditors' Report on Internal Control Over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed in Accordance with Government	23
Auditing Standards Independent Auditors' Report on Compliance for Each Major State Project and Report on Internal Control Over Compliance Required by Chapter 10.650, Rules of the Auditor General	24 - 26 27 - 29
Schedule of Findings and Questioned Costs	30 - 31

Member

American Institute of Certified Public Accountants Florida Institute of Certified Public Accountants

Herman V. Lazzara St Marc D. Sasser Sam A. Lazzara Chris Kevin R. Bass J Jonathan E. Stein

Stephen G. Douglas Michael E. Helton Christopher F. Terrigino James K. O'Connor David M. Bohnsack

Richard B. Gordimer, of Counsel

Cesar J. Rivero, in Memoriam (1942-2017)

INDEPENDENT AUDITORS' REPORT

The Board of Directors
Community Aging and Retirement Services, Inc.

Report of the Financial Statements

We have audited the accompanying financial statements of Community Aging and Retirement Services, Inc. (a nonprofit organization), which comprise the statement of financial position as of December 31, 2019, and the related statements of activities and changes in net assets, functional expenses and cash flows for the year then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statement

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Community Aging and Retirement Services, Inc. as of December 31, 2019, and the changes in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Other Matters

Other Information

Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying schedule of expenditures of state financial assistance as required by Chapter 10.650, Rules of the Auditor General is presented for additional analysis and is not a required part of the basic financial statements. Additionally, the accompanying schedule of functional expenses by services as required by the Department of Elder Affairs (DOEA) is presented for additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the financial statements as a whole.

Other Reporting Required by Government Auditing Standards

In accordance with Government Auditing Standards, we have also issued our report dated April 20, 2020 on our consideration Community Aging and Retirement Services, Inc.'s internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of Community Aging and Retirement Services, Inc.'s internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with Government Auditing Standards in considering Community Aging and Retirement Services, Inc.'s internal control over financial reporting and compliance. Buiero, Derdiner & Company, O.A

Tampa, Florida April 20, 2020

STATEMENT OF FINANCIAL POSITION

December 31, 2019

ASSETS

Current Assets	
Cash	\$ 79,620
Accounts receivable	43,277
Grants receivable	336,448
Current portion note receivable	250,000
Prepaid assets and deposits	8,061
Total curent assets	717,406
Property and equipment, net	2,040,612
Non-current portion of note receivable	200,000
Beneficial interest in assets held by others	98,245
Total assets	\$ 3,056,263
Total assets	
LIABILITIES AND NET ASSETS	
Current liabilities	
Accounts payable	\$ 136,177
Accrued expenses and other liabilties	85,805
Current portion of notes payable	28,559
Line of credit	149,933
Deferred revenue	3,863
Total current liabilities	404,337
Notes payable, noncurrent portion	765,434
Total liabilities	1,169,771
Net assets	
Without donor restrictions	1,886,492
With donor restrictions	94
Total net assets	1,886,492_
Total liabilities and net assets	\$ 3,056,263

STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS

For the year ended December 31, 2019

Revenues and support	
Grant revenue	\$ 2,184,657
Program service fees	486,265
Contributions	885,328
Special events, net of direct expenses of \$36,460	59,647
In-kind contributions	1,629
Investment income	14,932
Total revenues and support	3,632,458
Expenses	
Program services	440.504
Adult day care	416,504
Care managed services	1,717,040
Skilled care	10,130
Senior centers	969,166
Senior health clinic	74,292
	3,187,132
Support Services	007 507
Management and general	287,587
Fund raising	13,849
	301,436
Total expenses	3,488,568
Increase in net assets from operations	143,890_
Non-operating income	
Sale of Medicare license	950,000
Increase in net assets	1,093,890
Net assets at beginning of year	792,602
Net assets end of year	\$ 1,886,492

STATEMENT OF FUNCTIONAL EXPENSES

For the year ended December 31, 2019

						Program Services	service	s						Support Services	rvices		
		6		Care Managed	7	<u> </u>			Sen	Senior Health		F -104	Man	Management	Fund	L Total	9
	Adul	Adult Day Care		Services		SKIIIed Care	Senio	Senior Centers		Olluic		loral	and	and General	Kaising	l otal Expenses	euses
Personnel	↔	382,878	↔	1,592,853	↔	4,931	↔	212,039	↔	39,184	↔	2,231,885	↔	221,296	\$ 7,804	\$ 2,460	2,460,985
Travel		3,252		37,346		2,208		116,674		1,087		160,567		t	10	160	160,577
Communications		604		5,090		629		51,966		120		58,439		4,502	•	62	62,941
Printing and supplies		208		6,707		t);		5,092		491		12,498		3,459	221	16	16,178
Maintenance and repair		569		6,525		(8)		74,956				82,050		6,628	1	88	88,678
Contract services		8,138		9,018		2,174		18,658		22,889		60,877		7,601	•	89	68,478
Special events		1		96		:0e		5,332		390)		5,428		93	1	(,)	5,521
Advertising		£		875		158		16,270		E		17,303		868	2,908	21	21,109
Insurance		9		2,305		¥		49,098		×		51,403		9	*	51	51,403
Program supplies		17,323		15,333		(00)		43,012		2,502		78,170		9	106	78	78,276
Utilities		Đ		ŝ		L.		68,052		ē		68,052		1	16	89	68,052
Professional fees		171		26,319		300		55,374		348		82,212		9,054	•	9	91,266
Finance costs and taxes		87		201		(10		67,405		ä		67,693		×	*	9	67,693
Other costs		3,274		14,372		60		79,816		1,570		99,032		33,880	2,800	135	135,712
Depreciation	3	*		*				105,422		6,101		111,523		176	r)	111	111,699
	•	0	•	1	•	0	•	7	•	74.000		007 700	€	001	6	•	0
Total expenses	₩	416,504	<u>ا</u> م	416,504 \$ 1,717,040 \$	A A	10,130	ام	969,166	n P	74,292	A	3,187,132	₽	/90,/97	\$ 13,849	\$ 5,488,588	2,200

STATEMENT OF CASH FLOWS

For the year ended December 31, 2019

Cash flows from operating activities		
Increase in net assets	\$	1,093,890
Adjustments to reconcile increase in net assets		
to cash provided by operating activities		
Donated land		(325,000)
Depreciation		111,699
Sale of Medicare license		(950,000)
Decrease in accounts receivable		42,888
Increase in grants receivable		(3,316)
Decrease in prepaid and other assets		1,107
Net Increase in beneficial interest held by others		(10,404)
Decrease in accounts payable and accrued expenses		(325,846)
Increase in deferred revenues		3,863
Net cash used by operating activities		(361,119)
Cash flows from investing activities		
Purchase of property and equipment		(30,000)
Payments on notes receivable from sale of Medicare license		500,000
Net cash provided by investing activities		470,000
Cash flows from financing activities		
Proceeds from note payable		30,000
Principal payments on notes payable		(97,820)
Net proceeds from line of credit		(100,000)
Net cash used by financing activities		(167,820)
Net decrease in cash		(58,939)
Cash at beginning of year	11	138,559
Cash at end of year	\$	79,620
Supplemental cash flow information		
Cash paid during the year for interest	\$	51,186
Cash paid during the year for taxes	\$	*
caon paid during the year for taxes	<u> </u>	

NOTES TO THE FINANCIAL STATEMENTS

December 31, 2019

NOTE A - NATURE OF THE ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

A description of the organization and a summary of the significant accounting policies consistently applied in the preparation of the accompanying financial statements follows:

Background Information

Community Aging and Retirement Services, Inc. ("CARES") is a tax exempt, Florida not-for-profit corporation organized for the purpose of development, delivery and coordination of high-quality programs and services which are responsive to the needs of adults and older persons residing in Pasco County, Florida. CARES currently conducts its operations through one program office, two enrichment centers, two adult day care centers and one senior health clinic.

2. Basis of Accounting

These financial statements, which are presented on the accrual basis of accounting, have been prepared to focus on CARES as a whole and to present revenue, expenses, and net assets based on the existence or absence of donor-imposed restrictions. Accordingly, net assets and changes therein are classified as follows:

- With Donor Restrictions Net assets with donor restrictions are net assets subject to donor-imposed stipulations that may be fulfilled by actions of CARES to meet the stipulations, that may become undesignated by the passage of time, or that require net assets to be permanently maintained, thereby restricting the use of principal.
- Without Donor Restriction Net assets without donor restrictions are net assets not subject to donor-imposed restrictions or the donor-imposed restrictions have expired. These net assets are available for use at the discretion of the Board of Directors (the Board) and/or management for general operating purposes.

3. Change in Accounting Principle

During 2019, CARES adopted ASU 2018-08, Clarifying the scope of the Accounting Guidance for Contributions Received and Contributions made as well as ASU 2014-09 Revenue from Contracts with Customers. The corporation adopted ASU 2018-08 and 2014-09 using the retrospective method. The adoption of these standards did not result in significant changes to the organization's accounting policies or impact its financial position, results of operations or cash flows. As such, prior period financial statements were not restated and there was no cumulative effect adjustment upon adoption.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE A - NATURE OF THE ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - Continued

4. Liquidity

Assets and liabilities are presented in the accompanying statement of financial position according to their nearness of conversion to cash and, their maturity and resulting use of cash, respectively. See note B.

5. Use of Estimates

The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America ("GAAP") requires management to make estimates and assumptions that affect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.

6. Cash and Cash Equivalents

CARES considers all highly liquid debt instruments and securities purchased with a maturity of three months or less to be cash equivalents. There are no cash equivalents at December 31, 2019.

Concentrations of Credit Risk

Financial instruments that potentially subject CARES to concentrations of credit risk are primarily cash and accounts receivable. CARES' cash deposits are placed in financial institutions which at times may exceed the Federal Deposit Insurance Corporation (FDIC) coverage. CARES has not experienced any losses in its cash accounts and does not believe it is exposed to any significant credit risks related to uninsured amounts.

Accounts Receivable and Allowance of Doubtful Accounts

Accounts receivable are stated at the amount management expects to collect from outstanding balances, less estimated contractual adjustments related to agreements with third-party payers. Accounts receivable are reviewed for write off after 180 days and analysis of collection efforts. Management provides for probable uncollectible amounts through a charge to expense and a credit to an allowance based on prior bad debt experience and a review of existing receivables. Balances that remain outstanding after management has used reasonable collection efforts are written off. There was no allowance deemed necessary for the year ended December 31, 2019.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE A NATURE OF THE ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - Continued

9. Grant Revenue and Receivables

Grant revenue is received from federal, state and local sources. Grant revenue is recorded based upon the terms of the grantor allotment, which generally provides that revenues are earned when the allowable costs of the specific grant provisions have been incurred or such services have been rendered. Such revenues are subject to audit by the grantor, and if the examination results in a deficiency of allowable expenses, CARES would be required to refund any deficiencies.

10. Property and Equipment

Property and equipment are stated at cost and depreciated using the straight-line method over estimated useful lives ranging from 5 to 30 years. It is CARES' policy that maintenance and repairs are charged to expense as incurred. Additions and improvements exceeding \$1,000 and with a useful life of over one year are capitalized. Donated property and equipment are recorded at fair value at the date of the gift.

11. Contributions

Contributions received are recorded as net assets with donor restrictions or net assets without donor restrictions, depending on the absence or existence and nature of any donor restrictions. Contributions received that are designated for future periods or restricted by the donor for specific purposes are reported as net assets with donor restrictions, which increases that class of net assets. When a restriction expires, net assets with donor restrictions are released to net assets without donor restrictions and reported in the statement of activities as net assets released from restrictions.

Donated Services and Materials

Donated services are recorded at their estimated fair value if the services received create or enhance non-financial assets or the services require specialized skills, are provided by individuals possessing those skills, and would typically need to be purchased if not provided by donation.

13. Functional Allocation of Expenses

The statement of functional expenses presents expenses by function and natural classification. Expenses directly attributable to a specific functional area of CARES are reported as expenses of those functional areas. Expenses that benefit multiple functional areas have been allocated across programs, general and administrative, and fundraising expenses based on the proportion of employee time involved.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE A NATURE OF THE ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - Continued

14. Income Taxes

CARES has been recognized as exempt from federal income taxes under Section 501(c)(3) of the Internal Revenue Code. Therefore, no provision for income taxes has been presented in these financial statements. CARES has not reported any unrelated business income; however, such status is subject to final determination upon examination, if any, of the related income tax returns by appropriate taxing authorities.

CARES is not aware of any tax positions it has taken that are subject to a significant degree of uncertainty. Tax years after December 31, 2015 remain subject to examination by federal and state taxing authorities.

15. Advertising

CARES expenses all media advertising as incurred. Advertising expense totaled \$20,691 for the year ended December 31,2019.

NOTE B - LIQUIDITY AND AVAILABILITY OF RESOURCES

Financial assets, without donor or other restrictions limiting their use, available for general expenditures within one year of the statement of financial position date comprise the following at December 31, 2019:

Cash	\$ 79,620
Accounts receivable	43,277
Grants receivable	336,448
Current portion of note receivable	250,000
Amount available from spending policy of	
beneficial interest in assets held by others	 4,912
Total financial assets available within one year	\$ 714,257

CARES maintains a policy of structuring its financial assets to be available as its general expenditures, liabilities, and other obligations come due. Should the need arise, CARES has the ability to draw additional amounts from their beneficial interest in assets held by others as long as they meet certain contractual requirements. Additionally, CARES maintains a line of credit to help manage its liquidity needs. See Note E.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE C - BENEFICIAL INTEREST IN ASSETS HELD BY OTHERS

CARES has established an agency fund with the Community Foundation of Tampa Bay ("Community Foundation") for the benefit of CARES. The assets are pooled by the Community Foundation into a larger investment fund. CARES' agency fund is valued on a pro-rata share of the Community Foundation's total investment fund and as such, is considered a level 3 financial instrument in accordance with fair value accounting standards. Level 3 financial instruments are not actively traded on a market exchange and include the situations where there is little, if any, market activity for the financial instrument. Values of level 3 financial instruments are determined using significant unobservable inputs or valuation techniques.

Balance at January 1, 2019	\$	87,841
Realized and unrealized gains (losses)		13,969
Interest and dividend income, net of fees of \$845		827
Contributions received		:=::
Grants paid	-	(4,392)
Balance at December 31, 2019	\$	98,245

The Community Foundation maintains the Community Aging and Retirements Services, Inc-Designated Fund to benefit CARES. This investment account is not considered an asset of CARES and therefore is not included in these financial statements. The value of this investment account held for the benefit of CARES by the Community Foundation was \$26,418 as of December 31, 2019.

NOTE D - PROPERTY AND EQUIPMENT

Property and equipment consist of the following at December 31, 2019:

\$	575,000
	2,362,503
	394,038
	258,389
-	131,845
-	3,721,775
·	(1,681,163)
\$	2,040,612
	\$

Depreciation expense was \$111,699 for the year ended December 31, 2019.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE E - LINE OF CREDIT

CARES maintains a \$250,000 line of credit with a financial institution. The line of credit is due on demand and bears interest at the Wall Street Journal prime rate plus one percent (6.5% at December 31, 2019). The balance outstanding on this line of credit at December 31, 2019 was \$149,933. The line of credit is collateralized by the Crescent Senior Enrichment Center and the Rao Musunuru MD Senior Enrichment Center.

NOTE F - NOTES PAYABLE

Notes Payable consist of the following at December 31, 2019:

Mortgage note payable to bank, interest of 4.20%. Monthly principle and interest payments of \$1,612, with balloon payment due August 2027. Collateralized by a mortgage on the Crescent Senior Enrichment Center, which has a net book value of \$581,868 at December 31, 2018.

Mortgage note payable to bank, interest of 4.20%. Monthly

\$ 239,822

Mortgage note payable to bank, interest of 4.20%. Monthly principle and interest payments of \$3,534, with balloon payment due July 2027. Collateralized by a mortgage on the Rao Musunuru MD Senior Enrichment Center, which has a net book value of \$643,547 at December 31, 2018.

524,171

\$30,000 mortgage note payable, provided by Pasco County, Florida, in accordance with conditions of the Community Development Block Grant (CDBG) program. The mortgage bears no stated interest rate or principal repayment and all amounts due will be deferred and fully forgiven in June 2049, so long as CARES complies with the program provisions.

30,000

Total notes payable

793,993

Less current portion of notes payable

(28,559)

Notes payable, noncurrent portion

\$ 765,434

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE F - NOTES PAYABLE - Continued

Maturities of notes payable are as follows:

Year ending December 31,

2020	\$ 28,559
2021	29,708
2022	31,088
2023	32,131
2024	33,112
Thereafter	 639,395
	\$ 793,993

NOTE G - CONTIGENCIES

CARES participates in federal and state government grant programs, the expenditures for which are subject to audit from the respective funding agencies. Upon examination, expenditures could be disallowed, and refunds required. CARES has not been notified that any such audits are forthcoming and is not aware of any expenditures for which such allowances or refunds would be required by funding agencies.

During the year ended December 31, 2019, approximately 50% of revenues were received indirectly from the State of Florida, Department of Elder Affairs.

NOTE H - NOTE RECEIVABLE

During the year ended December 31, 2019, CARES entered into a contract to sell its Medicare license to a private entity for \$950,000. CARES received \$500,000 from the sale of the license in April 2019, with \$250,000 due January 2020 and \$200,000 due April 2021. The note receivable bears no interest.

NOTE I - SUBSEQUENT EVENTS

Management has evaluated events and transactions occurring subsequent to December 31, 2019 as of April 20, 2020, which is the date the financial statements were available to be issued.

In December 2019, an outbreak of a novel strain of coronavirus (COVID-19) originated in Wuhan, China and has since spread to other countries, including the United States of America. In March 2020, COVID-19 was declared a pandemic by the World Health Organization. In addition, the United States of America and the State of Florida have declared a state of emergency in response to the pandemic. CARES is currently being impacted through temporary closures of adult day care facilities and reduced services to at risk clients. It is expected that these impacts may continue for some time. The full financial impact cannot be reasonably estimated at this time.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE I - SUBSEQUENT EVENTS - Continued

In April 2020, CARES applied for approximately \$498,000 advance under the U.S. Small Business Administration (SBA) *Payroll Protection Program ("PPP")*, which has received preliminary approval by the SBA. Management expects the advance to be fully forgiven under the terms of the PPP in July 2020.

SUPPLEMENTARY INFORMATION

SCHEDULE OF EXPENDITURES OF STATE FINANCIAL ASSISTANCE

For the year ended December 31, 2019

State Grantor Program or Cluster Title	State CSFA#	Pass-through Entity Identifying Number		otal State penditures	nsfers to ecipients
State Agency					
State Agency State of Florida Department of Elder Affairs Indirect Programs Passed through Area Agency on Aging of					
Pasco-Pinellas, Inc.				{(4.	
Community Care for the Elderly	65.010*	ECO018-CARES & ECO019-CARES	\$	922,001	\$ *
Alzheimer's Respite Services	65.004	EZ018-CARES & EZ019-CARES		263,507	(4)
Home Care for the Elderly	65.001	EH018-CARES & EH019-CARES		69,356	541
Local Services Programs	65.009	EL017-CARES-2019 & EL018-CARES-ADC	is	134,633	
Total State of Florida Department of Elder	Affairs		<u>18</u>	1,389,497	
Total expenditures of state financial assi	stance		\$	1,389,497	\$ •

^{*} Denotes major project

NOTES TO SCHEDULE OF EXPENDITURES OF STATE FINANCIAL ASSISTANCE

December 31, 2019

NOTE A - BASIS OF PRESENTATION

The accompanying Schedule of Expenditures of State Financial Assistance (the "Schedule") includes the State project activity of CARES under programs of the State of Florida for the year ended December 31, 2019. The information in this Schedule is presented in accordance with the requirements of Chapter 10.650, *Rules of the Auditor General*. Because the Schedule only presents a selected portion of the operations of CARES, it is not intended to and does not present the financial position, changes in net assets, or cash flows of CARES.

NOTE B - BASIS OF ACCOUNTING

Expenditures reported on the Schedule are reported on the accrual basis of accounting

NOTE C - CONTINGENCIES

These State projects are subject to financial and compliance audits by grantor agencies, which, if instances of material noncompliance are found, may result in disallowed expenditures, and affect CARES continued participation in specific projects. The amount of expenditures which may be disallowed by grantor agencies cannot be determined at this time, although CARES expects such amounts, if any, to be immaterial.

NOTE D - INDIRECT COSTS

CARES did not allocate costs to the state financial assistance project. All costs charged to the project were direct costs.

Community Aging and Retirement Services, Inc.

SCHEDULE OF FUNCTIONAL EXPENSES BY SERVICE

For the year ended December 31, 2019

DOEA FUNDED SERVICES

	Adult	Adult Dav Care	0 -D	III-D Chronic Disease	III-D Diabetes Self Management	etes Self ement	H-D F	III-D Healthy Eating	III-D Pain S	III-D Chronic Pain Self Mamt	III-D N Ba	III-D Matter of Balance	Livina L	III-D Active Living Everyday
						Ì							0	
Personnel	↔	382,878	↔	14,349	↔	17,443	↔	3,175	↔	19,749	↔	13,300	↔	8,551
Travel		3,252		92		184		26		211		2		109
Communications		604		0		All.		ĵ		1		1		я
Printing and supplies		208		9		7		_		ത		∞		ო
Maintenance and repair		569		9)		R/		1		6				E
Contract services		8,138		275		333		61		378		735		163
Special events		1				7		ì		Ĭ		ï		1
Advertising		1		•		3		Ĩ		ij				1
Insurance		а		A.F				ı		•		ı		1
Program supplies		17,323		17		20		4		25		23		ത
Utilities		ľ		•		Ř/		r		•		ı		1
Professional fees		171		Ė		¥.		ì		ij		£		1
Finance costs and taxes		87				×		ž		ì		*		1
Other costs		3,274		(i		ā		Ť		3		ì		1
Depreciation		n Î		9		ā		ï		3		9		•
Program direct costs		416 504		14 739		17 987		3 267		20.372		14 130		8 835
)))		r f		5		5		7,0,0		ř		, , ,
Allocation of admin costs		166,842		2,555		2,942		1,137		3,239		2,430		1,814
Total expenses	4	583,346	↔	17,294	φ.	20,929	ь	4,404	ь	23,611	ь	16,560	€	10,649
Units of service		30,368		ω		12		4		7		29		80
Unit cost	₩	6	₩	2,162	ь	1,744	€	1,101	↔	2,146	€ O	571	ω	1,331

Community Aging and Retirement Services, Inc.

SCHEDULE OF FUNCTIONAL EXPENSES BY SERVICE - CONTINUED

For the year ended December 31, 2019

DOEA FUNDED SERVICES

	III-D Wellne	III-D Health Wellness Tai-Chi	Hon	Homemaker	Perso	Personal Care	Res	Respite Care	Comp	Companionship	Ш	Escort	Enha	Enhanced Chore
Personnel	₩	20,843	↔	533,038	↔	192,926	↔	109,889	↔	43,731	↔	4,946	↔	23,297
Travel		5,246		13,212		763		49		53		က		(ii
Communications		910		3,089		21		18		9		1		1
Printing and supplies		737		1,276		33		33		33		33		10)
Maintenance and repair		212		1,028		121		101		35		1		ij
Contract services		7,241		13,205		4,281		2,736		1,039		06		115
Special events		t):		(E)		î.		4		1		(i		(i
Advertising		Е		420		ĕ				T.				
Insurance		*		ï		ï		*		1		ï		g.
Program supplies		357		5,489		203		169		28		~		ī
Utilities		646		30		ũ		(h		1		\ <u>(</u>		()
Professional fees		n:		23,695		773		644		225		3)		1
Finance costs and taxes		158		43		i)		Lí		Ü		É		ğ
Other costs		2,612		7,391		10		თ		က		()		0
Depreciation				a		<u>a</u>		1				9		*
Program direct costs		38,316		601,886		199,131		113,648		45,183		5,073		23,412
Allocation of admin costs		3,409		163,211	540	49,060		34,342		13,129		588		2,609
Total expenses	↔	41,725	₩	765,097	69	248,191	69	147,990	69	58,312	49	5,661	65	26,021
Units of service		24		22,393		3,234		11,643		1,075		16	J.	476
Unit cost	↔	1,739	↔	34	₩.	77	₩	13	₩	55	₩	354	€	55

SCHEDULE OF FUNCTIONAL EXPENSES BY SERVICE - CONTINUED

For the year ended December 31, 2019

DOEA FUNDED SERVICES

	Mar	Case Management	రొ	Case Aide		Chore	5 8	TOTAL DOEA FUNDED PROGRAMS	No	Non-DOEA	Tota	Total Expenses
Personnel Travel	₩	296,068	↔	120,270	↔	171,278	↔	1,975,731	↔	485,254 119,979	↔	2,460,985
Communications		507		17		528		5,694		57,247		62,941
Printing and supplies Maintenance and repair		2,425 1,175		1,515		588 4,065		6,915 7,306		9,263 81,372		16,178 88,678
Contract services		5,149		2,178		3,369		49,486		18,992		68,478
Special events		96		Ĩ		I		96		5,425		5,521
Advertising		9		1		37		457		20,652		21,109
Insurance		a.		j		2,305		2,305		49,098		51,403
Program supplies		0		ř.		8,958		32,656		45,620		78,276
Utilities		Ĩ						E		68,052		68,052
Professional fees		971		*		1		26,479		64,787		91,266
Finance costs and taxes		ì		1		31		288		67,405		67,693
Other costs		1,175		1,109		571		16,154		119,558		135,712
Depreciation	100	•		ĸ.		6				111,699		111,699
Program direct costs		320,310		127,319		194,053		2,164,165	,	1,324,403		3,488,568
Allocation of admin costs		86,054		34,764		40,391		608,516		(608,516)		ii
Total expenses	₩	406,364	₩	162,083	69	234,444	₩	2,772,681	69	715,887	₩	3,488,568
Units of service	9.	7,650		4,878		3,620						
Unit cost	€	53	69	33	69	65						

COMPLIANCE REPORTS

INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS

COMMUNITY AGING AND RETIREMENT SERVICES, INC.

December 31, 2019



Member

American Institute of Certified Public Accountants Florida Institute of Certified Public Accountants

Herman V. Lazzara
Marc D. Sasser
Sam A. Lazzara
Kevin R. Bass
James K. O'Connor
Jonathan E. Stein
Stephen G. Douglas
Michael E. Helton
Christopher F. Terrigino
James K. O'Connor
David M. Bohnsack

Richard B. Gordimer, of Counsel Cesar J. Rivero, in Memoriam (1942-2017)

INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS

To the Board of Directors
Community Aging and Retirement Services, Inc.

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of Community Aging and Retirement Services, Inc. (a nonprofit organization"), which comprise the statement of financial position as of December 31, 2019, and the related statements of activities and changes in net assets and cash flows for the year then ended, and the related notes to the financial statements, and have issued our report thereon dated April 20, 2020.

Internal Control Over Financial Reporting

In planning and performing our audit of the financial statements, we considered Community Aging and Retirement Services, Inc.'s internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of Community Aging and Retirement Services, Inc.'s internal control. Accordingly, we do not express an opinion on the effectiveness of Community Aging and Retirement Services, Inc.'s internal control.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A material weakness is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented or detected and corrected on a timely basis. A significant deficiency is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charges with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

Compliance and Other Matters

As a part of obtaining reasonable assurance about whether Community Aging and Retirement Services, Inc.'s financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the entity's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Community Aging and Retirement Services, Inc.'s internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

Brieso, Dordiner & Company, O.A

Tampa, Florida April 20, 2020 INDEPENDENT AUDITORS' REPORT ON COMPLIANCE FOR EACH MAJOR STATE PROJECT AND REPORT ON INTERNAL CONTROL OVER COMPLIANCE REQUIRED BY STATE OF FLORIDA CHAPTER 10.650, RULES OF THE AUDITOR GENERAL.

COMMUNITY AGING AND RETIREMENT SERVICES, INC.

December 31, 2019



Member

American Institute of Certified Public Accountants Florida Institute of Certified Public Accountants

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INDEPENDENT AUDITORS' REPORT ON COMPLIANCE FOR EACH MAJOR STATE PROJECT AND REPORT ON INTERNAL CONTROL OVER COMPLIANCE REQUIRED BY STATE OF FLORIDA CHAPTER 10.650, RULES OF THE AUDITOR GENERAL

The Board of Directors Community Aging and Retirement Services, Inc. Hudson, Florida:

Report on Compliance for Each Major State Project

We have audited Community Aging and Retirement Services, Inc.'s compliance with the types of compliance requirements described in the Department of Financial Services' *State Projects Compliance Supplement*, that could have a direct and material effect on each of Community Aging and Retirement Services, Inc.'s major state projects for the year ended December 31, 2019. Community Aging and Retirement Services, Inc.'s major state projects are identified in the summary of auditor's results section of the accompanying schedule of findings and questioned costs.

Management's Responsibility

Management is responsible for compliance with state statutes, regulations, and the terms and conditions of its state projects applicable to its state projects.

Auditors' Responsibility

Our responsibility is to express an opinion on compliance for each of Community Aging and Retirement Services, Inc.'s major state projects based on our audit of the types of compliance requirements referred above. We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; and Chapter 10.650, *Rules of the Auditor General*. Those standards and Chapter 10.650, *Rules of the Auditor General* require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above and that could have a direct and material effect on a major state project occurred. An audit includes examining, on a test basis, evidence about Community Aging and Retirement Services, Inc.'s compliance with those requirements and performing such other procedures as we considered necessary in the circumstances.

We believe that our audit provides a reasonable basis for our opinion on compliance for each major state project. However, our audit does not provide a legal determination of Community Aging and Retirement Services, Inc.'s compliance.

Opinion on Each Major State Project

In our opinion, Community Aging and Retirement Services, Inc. complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major state projects for the year ended December 31, 2019.

Report on Internal Control Over Compliance

Management of Community Aging and Retirement Services, Inc. is responsible for establishing and maintaining effective internal control over compliance with the types of compliance requirements referred to above. In planning and performing our audit of compliance, we considered Community Aging and Retirement Services, Inc.'s internal control over compliance with the types of requirements that could have a direct and material effect on each major state project to determine the auditing procedures that are appropriate in the circumstances for the purpose of expressing an opinion on compliance for each major state project and to test and report on internal control over compliance in accordance with the Chapter 10.650, *Rules of the Auditor General*, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of Community Aging and Retirement Services, Inc's internal control over compliance.

A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a state project on a timely basis. A material weakness in internal control over compliance is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a state project will not be prevented, or detected and corrected, on a timely basis. A significant deficiency in internal control over compliance is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a state project that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses may exist that have not been identified.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Chapter 10.650, *Rules of the Auditor General.* Accordingly, this report is not suitable for any other purpose.

Buies, Gardiner & Company, O.A.

Tampa, Florida April 20, 2020

SCHEDULE OF FINDINGS AND QUESTIONED COSTS COMMUNITY AGING AND RETIREMENT SERVICES, INC.

For the year ended December 31, 2019

Community Aging and Retirement Services, Inc.

SCHEDULE OF FINDINGS AND QUESTIONED COSTS

For the year ended December 31, 2019

Section I - Summary of Auditors' Results

F	ina	nc	ial	Sta	ten	nents

Type of auditors' report issued on whether the financia statements were prepared in accordance with GAA					
Internal control over financial reporting: Material weakness(es) identified? Significant deficiency(ies) identified?	yes X no yes X none reported				
Noncompliance material to financial statements noted?	yes X no				
State Projects					
Internal control over major projects: Material weakness(es) identified? Significant deficiency(ies) identified?	yes X no yes X none reported				
Type of auditors' report issued on compliance for major projects:	Unmodified				
Any audit findings disclosed that are required to be repin accordance with Chapter 10.656, Rules of the Auditor General?	portedyes _X_no				
Identification of major state project:					
CSFA Number	Name of State Project				
65.010	Community Care for the Elderly				
Dollar threshold used to distinguish between type A and type B programs - State projects:	\$ 415,785				
Section II - Financial Statement Findings					

No matters were reported for the year ended December 31, 2019.

Section III - State Financial Assistance Findings and Questioned Costs

No matters were reported for the year ended December 31, 2019.

Other Issues

- a) A management letter is not required because there were no findings required to be reported in the management letter (see AG Rule Section 10.656(3)(e).
- b) A summary Schedule of Prior Audit Findings is not required because there were no prior audit findings related to State projects (see AG Rules 10.557(3)(e)5. and 10.656(3)(d)5.).



OLDER AMERICANS ACT & LOCAL SERVICES PROGRAM SERVICE PROVIDER APPLICATION

January 2021 to December 2026

IIIB/LSP Homemaker Services

TABLE OF CONTENTS

Table of Contents	2
I.A. Service Provider Summary Information	4
A. PROGRAM MODULE	
II.A.1 Needs Assessment	5
II.A.2. Provider Qualifications	8
II.A.3. Provider Capabilities	9
II.A.4. Targeting/Outreach	11
II.A.5. Identifying and Prioritizing Clients	14
II.A.6. Process for Reducing or Terminating Services	18
II.A.7. Eligibility and Assessment/Reassessment Process	21
II.A.8. Client Confidentiality	27
II.A.9. Quality Assurance	36
III.A Description of Service Delivery	40
III.A.1. Site Location	40
III.A.2. Specific Service Activities	a 41
III.A.3. Explanation of Proposed Staffing	43
III.A.4. Current/Proposed Job Descriptions and Qualifications	45
III.A.5. Cost Efficiency and Program Effectiveness Plan	47
III.A.6. Documentation of Effective Management	51
IV.A. Transition Plan	51
B. CONTRACT MODULE	
I.B.1. Audited Financial Statement	52
I.B.2. Certification of Operating Funds	53
I.B.3. Statement of No Involvement	54
I.B.4. Insurance Coverage	55
Cost Presentation – Allocation Methods	
II.B.1. Personnel Cost Flow Worksheet	56
II.B.2. Supporting Budget Worksheet	64
II.B.3. Supporting Budget Schedule by Program Activity	69
II.B.4. Six Year Rate Quote	71
II.B.5 Match Commitment Forms	72
II.B.6. Availability of Document	

C. ATTACHMENTS

- I. CARES Organizational Chart
- II. CARES 2020 Board of Directors Directory
- III. CARES Service Prioritization Policy and Procedures
- IV. CARES Handling Complaints Policy and Procedures
- V. CARES Current Job Descriptions
- VI. CARES 2019 & 2020 Outside Monitoring Reports
- VII. CARES Letters of Support
- VIII. CARES 2019 Audited Financial Statement

I.A. SERVICE PROVIDER SUMMARY INFORMATION PAGE

ORIGINAL SUBMISSION [\mathbf{X}] REVISION []

1. PROVIDER INFORMATION Executive Director: Jemith Rosa (Name/Address/Phone) 12417 Clock Tower Parkway Hudson, FL 34667 (727) 862-9291	2. GOVERNING BOARD CHAIR (Name/Address/Phone) Steve F. Spina, PHD 6340 Huntington Drive Zephyrhills, FL 33542 (813) 714-+292					
Legal Name of Agency: Community Aging & Retirement Services, Inc. dba CARES	Name of Grantee Agency: Community Aging & Retirement Services, Inc dba CARES					
Mailing Address: 12417 Clock Tower Parkway Hudson, FL 34667 Telephone: (727) 862-9291	3. ADVISORY COUNCIL CHAIR (If Applicable): (Name/Address/Phone)					
(/2/) 002 /2/2						
4. TYPE OF AGENCY/ORGANIZATION:	5. PROPOSED FUNDING PERIOD:					
NOT FOR PROFIT: [X] PRIVATE [] PUBLIC	January 1, 2021 – December 21, 2026					
PRIVATE FOR PROFIT []	A. New Applicant X B. Continuation					
6. FUNDS REQUESTED:						
[X] OAA Title IIIB Homemaker [] OAA Title III -C1 [] OAA Title III -C2 [] OAA Title IIID [] OAA Title IIIE	[] OAA Title VII [] USDA [] Other (Specify) [X] LSP Homemaker ,					
7. SERVICE AREA:						
[X] Single County Pasco Co [] Multicounty: List: Selected Communities of a County. Specify: Pasco County						
8. ADDRESS FOR PAYMENT OF CHECKS ITEM #:	[X] #1 [] #2					
9. CERTIFICATION BY AUTHORIZED AGENCY OFFICER: I hereby certify that the contents of this document are true, accurate, and complete statements. I acknowledge that intentional misrepresentation or falsification may result in the termination of financial assistance.						
Name: Jemith Rosa	Signature:					
× 	Date: 7/7/2020					
A A BOARDANI OLI O	1111					

A. PROGRAM

II.A.1. NEEDS ASSESSMENT:

When the frail elders find themselves alone or in questionable health, their loss of independence due to the absence of support from relatives, friends, and neighbors is particularly threatening. Nowadays, families are increasingly scattered across the country, and this fact is very evident in Pasco County, where most elders are transplants from the other areas of the country. Additionally, the support of friends and/or neighbors is questionable in our society, where the pressures of friends and neighbors own day-to-day existence are significant.

The Florida Statute creating the Department of Elder Affairs, states that the department shall "assist elderly persons to secure needed services in accordance with personal choice and in a manner that achieves or maintains autonomy and prevents, reduces or eliminates dependency." To this end, a primary priority for the Florida Department of Elder Affairs is: To help frail elders remain in their homes and in the community.

Statistics have indicated that 65% of those over the age of 65 own their own homes and that homeownership is more common among the elderly than the rest of the population. In Pasco County, this figure is even greater than the national average. Additionally, older persons "age in place" in their own homes. In order to provide the kind of safe and pleasant living environment that will help elders maintain their independence, we need to find creative ways to maintain and improve their living environments so that they can continue to live in the community as they age. We need to enhance the delivery of community-based services to assist older persons in remaining safe and independent in their homes.

According to the Department of Elder Affairs 2018 Projections of Older Floridians living in Pasco County Report, which is the most recent edition, there are 152,963 persons age 60+ who reside in Pasco County, comprising 30% of the population. Pasco's 85+ population is 1577 or 10% of its 60+ population. Additionally, the 85+ population had been the fastest-growing segment of Pasco's total population and will continue to grow significantly. However, in recent years there has been an influx of younger population in the central part of the County, which has lowered their percent of the total population according to last year's projections. This factor in no way lessens the importance and impact they have and will have respective of their need for service.

Pasco County waiting list data, as well as, information indicated in DOEA's Assessing the Needs of Elder Floridians, indicates that a majority of older adults who are 85+ have less disposable income than groups aged 60+. Faced with raising families during the late depression and the war years, they had little opportunity to save money from meager incomes, and they were members of the work force prior to unionization and widespread introduction of pensions. Many women in this age group are economically disadvantaged. If they did work prior to retirement, most were employed in low-income jobs that offered little in the way of pension plans.

Like all persons in the 60+ age group, the 85+ individuals also express keen desires to remain in the community. But as the frailty of the 85+ individuals' increases, they find it progressively more challenging to complete yard, household, housekeeping, shopping, and like tasks because their mobility, manual dexterity, hearing, and eyesight will begin to fail at increasing rates.

Another dynamic of aging is reflected in living situations. Statistical data in DOEA's 2018 Florida County Profiles indicates that in Pasco County, 32,895 or 22% of those who are over the age of 60 live alone. Of the 32,895 living alone, 21080 or 64% are female, and 11815 or 36% are male. That older men are more likely to live with their spouses is partly due to women living, on average, seven years longer than men. Knowing the number of elders living with a spouse is important in assessing the needs of older adults. A spouse is often the first person called upon to be a caregiver.

Additionally, the National Institute on Aging has indicated that 22% of women over the age of 65 and 15% of men over the age of 65 need help to live at home and more than half of those who are 85+ have some form of functional disability. The National Institute on Aging estimates that of the 7.5 million elders who require long-term care, almost 80% live in the community. CARES mission is to keep Pasco County's rapidly growing aging population independent and in their own homes for as long as possible as an alternative to facility-based long-term care.

The Department of Elder Affairs' Master Plan on Aging indicates that Florida's ability to meet the needs of its older residents will be challenged as that State's elder population expands during the 21st Century. Since 1990, Florida's elderly population has increased by over one million (a 29% increase). However, the rate of growth is not homogenous, among age groups; the oldest old increased the fastest. The number of persons 85 and older grew twice as fast as those younger than 60 and four times faster than persons age 60 to 84. Furthermore, by 2020 when baby boomers start turning 75, demand for long-term care services will intensify.

At any one time, over 13 million spouses and adult children of disabled Elders, 7% of the adult U.S. population, and one-in-eleven full-time workers face significant long-term care decisions. Just under 33% provide help with activities of daily living (e.g. eating, toileting, dressing, meal preparation, shopping) to disabled spouses or parents living at home. When they can, families, and to a lesser extent, friends and neighbors provide the bulk of long-term care to disabled elders. At the same time, there is a strategic role for formal services. Although some of the above statistics reflect state and national findings, they can be readily applied to Pasco County's elderly population. As previously stated in Pasco County, 85+ population accounts for 3.1% of its total population and 10% of its 60+ population. Pasco's 85+ population has increased by 46% since 2004 and it is expected to double by the year 2050.

While statistical data provides specific indicators, the need for Homemaker service is best indicated by requests for those service coming to CARES and the ADRC. CARES served 204 unduplicated clients during the calendar year 2019 and 217 in the first six months of 2020 in its OAA/LSP Homemaker Program.

CARES waiting list data compiled by the ADRC and CARES' indicates that there are currently 925 older residents of Pasco County who have expressed a need for Homemaker services.

The intake procedure for each person placed on the OAA Homemaker waiting list includes the completion of the DOEA Prioritization Form (DOEA Form 701S). Additionally, CARES OAA Client Service Prioritization form is also completed. This prioritization form includes DOEA required elements (i.e., type of referral-APS or regular referral, risk score for registered services as well as targeting criteria) and service-specific data.

Unlike those who use informal supports, the majority of formal support users are more functionally impaired. Many have numerous ADL deficits, and almost all have limited IADL status. Those who seek formal supports in the community are also more likely to have recently experienced a crisis, to have fewer informal supporters, receive help from friends and neighbors, and are less likely to share residence with a caregiver. They also tend to view their informal support services as insufficient.

A few years ago, the United Way of Pasco County conducted the first exhaustive community-wide assessment of Pasco County's needs. The COMPASS Survey has been used to pinpoint public outlook on a variety of important issues and to determine the course taken when developing programs. An important finding of the COMPASS Survey for providers was THE BARRIERS TO ACCESSING SERVICES and are still valid.

- a. Was not eligible for help
- b. Could not afford fees
- c. Lacked information on available services
- d. Thought services would cost too much
- e. Worried about the quality of services
- f. Had to wait too long for help
- g. Did not like services
- h. Hours of service not convenient
- i. Service too far away
- j. Had a prior bad experience

A comparison and analysis of the above needs' assessment data along with an evaluation of community resources, funding allocations, waiting lists and gaps in service delivery systems were and continue to be reviewed by CARES in order to identify deficiencies or gaps in service and bring about solutions.

CARES works closely with the Area Agency on Aging of Pasco-Pinellas, Inc. in helping to identify gaps in the service delivery system and develop recommendations consistent with issues as outlined in the Area Agency on Aging of Pasco-Pinellas, Inc. Summary Plan Document.

Attachment I CARES Organizational Chart
Attachment II CARES 2020 Board of Directory

II.A.2. PROVIDER QUALIFICATIONS:

Community Aging and Retirement Services, Inc., dba CARES has been serving the needs of the elderly and disabled residents of Pasco County for 47 years as the Lead Agency through grant funding from the Department of Elder Affairs and the Area Agency on Aging of Pasco and Pinellas, Inc., Department of Children and Families Services, Pasco County CDBG and United Way of Pasco County.

CARES is a charitable, not for profit 501(c) (3) corporation that has provided quality and caring services to meet the needs of older persons and their families in Pasco County. CARES promotes quality of life and independence for adults through health, social, and supportive services. We work with health professionals, families, volunteers, donors, and businesses who want elders to age positively and with dignity.

CARES operates a Non-Skilled Home Health Agency License number 299994876 and two Adult Day Care centers: License numbers 9045 and 9047. CARES Leadership each brings over 30 years' experience in the aging and healthcare fields.

Few major points that make CARES successful in the in-home and community-based service delivery system are:

- a. CARES' 47 years of community services as a non-profit organization in Pasco and Pinellas Counties.
- b. CARES' knowledge of State and Federal guidelines and regulations governing the Center for Medicare and Medicaid Services and the Agency for Health Care Administration.
- c. CARES' established clientele and ability to deliver services countywide.
- d. CARES have an established history of serving vulnerable adults and senior citizens with health and human services similar to the ones provided under a non-skilled license. This represents a transparent transition to our clients and their families. Furthermore, it will minimize the transition period, which, means that our clients will benefit immediately from a direct transfer of programs while keeping the same health care provider/staff and avoid interruption of much-needed services.
- e. CARES possess an experienced and qualified managerial and in-home care provider such as homemakers, CNAs, and HHAs available to meet the current needs of existing and new clients.

Additionally, CARES has an extensive background in providing Homemaker Services not only to OAA/LSP consumers but also to Community Care for the Elderly, Title IIIE participants, as well as to participants in the CARES Options private pay program. CARES also works with Managed Care Organizations in the SMMCC LTC program. Participants in the above programs live throughout Pasco County. CARES OAA Program has and will continue to serve consumers in all areas of Pasco County. To ensure that Homemaker Service is effectively available to serve consumers living in any area in the county, CARES maintains intake and service delivery sites located in Dade City (East Pasco) and in Hudson (West Pasco).

II.A.3. PROVIDER CAPABILITY:

According to the Department of Elder Affairs Programs and Services Handbook (February 2020).

Homemaker Service is the accomplishment of specific home management duties including housekeeping, laundry, cleaning the refrigerator, clothing repair, minor home repairs, assistance with budgeting and paying bills, client transportation, meal planning and preparation, shopping assistance and routine household activities by a trained homemaker.

As a licensed non-skilled home health agency CARES meets Homemaker provider qualifications indicated in Appendix A of the Department of Elder Affairs Programs and Services Handbook (February 2020). CARES homemakers meet the training requirements of the Agency for Health Care Administration the licensing authority.

Minor home repair training is not part of the approved AHCA curriculum; therefore, CARES homemakers are not trained to do minor home repairs. Homemaker clients needing such repairs are referred to CARES Chore program. Additionally, due to liability concerns, it is the policy of CARES Home Health Department to prohibit its homemakers from transporting any OAA/LSP Homemaker clients. OAA/LSP Homemaker clients needing transportation are referred to the Pasco County Transportation Program.

Staff in CARES Homemaker Department includes the following personnel that have day to day homemaker related responsibilities:

- a. Homemaker Case Coordinator (East and West Pasco)
- b. Service Coordinator (CARES Home Health Department)
- c. Homemakers (East and West Pasco)

Prior to hiring and to comply with the State Law requiring all persons who work with vulnerable populations receive a Level II Background Screening, CARES requires that all employees, volunteers and direct service providers are Level II background screened including but not limited to: live scan fingerprinting, along with the completion of the Direct Service Provider Attestation Form, the Background Screening Appointment Form and the Affidavit of Good Moral Character.

After notification by DOEA that the potential staff member has no disqualifying offences the new employee completes agency orientation conducted by CARES Human Resource Department. Staff members who have direct contact with clients have pre-service training that covers the following:

- a. Overview of the aging process
- b. Overview of the aging network
- c. Communications techniques with elders
- d. Abuse, neglect, exploitation and incident reporting agency procedures
- e. Client confidentiality
- f. Client grievance procedures

Case Coordinators must complete DOEA's online Assessment Training and successfully pass the post training test. CARES intake personnel have extensive experience with the Assessment (DOEA 701A) and additionally, on-going training is arranged and provided by CARES' Human Resource Department according to CARES' annual training schedule. Documentation of training attendance is placed in each staff person's personnel file.

CARES has been linked to and entering data into DOEA's Client Information Registration Tracking System (CIRTS) since its inception. In March 2005 CIRTS went live as a web-based application and CARES now has its own connection to DOEA for CIRTS. We currently have three persons who enter data into CIRTS daily. For the OAA programs our CIRTS Specialists and the Case Coordinator enter and maintain the CIRTS records of the client's assessment, enrollment and received services. The client's received service is entered monthly by our CIRTS Specialists in aggregate units of service. Services are reconciled to CIRTS before submission to the Area Agency on Aging of Pasco-Pinellas, Inc.

Since CIRTS data includes not only client assessment information but also enrollment and received services data required for payment of services, the integrity of that data is critical. CARES has instituted a practice of checks and balance to ensure that all CIRTS data is correct.

Aging and Disability Resource Center – ADRC: CARES will continue to work with the AAAPP and the ADRC to ensure the continued integrity of CIRTS data. CARES staff reviews and reconciles the Homemaker APLC with the ADRC Unit on a month ly basis. There is continue communication among CARES and the ADRC Unit to ensure accuracy and data integrity. CARES continues to be an active partner in the ADRC stakeholders' workgroup meetings. In accordance with the Administration on Aging's (AOA) "no wrong door" concept, CARES works in tandem with the ADRC and abides by all requirements in the ADRC Referral Agreement with respect to receiving client referrals, updating referral records and compiling/generating statistical reports.

II.A.4. TARGETING/OUTREACH:

As this service is funded under the Older American's Act via the Area Agency on Aging, CARES will comply with the Area Agency on Aging of Pasco Pinellas, Inc.'s, Older Americans Act Prioritization Policy and Procedures. This Policy states:

"All service providers funded under the Older Americans Act will prioritize clients to ensure services are provided to older individuals with greatest economic need and older individuals with greatest social need. To the maximum extent feasible, services are to be provided to low-income minority individuals, older individuals residing in rural areas, older individuals with limited English proficiency, and elders at risk of institutional placement. The need for service will be prioritized for all eligible individuals prior to service and at annual reassessment. All service providers, apart from information and referral, will use these priority procedures as approved by the Area Agency on Aging Board of Directors".

CARES has developed a form which captures all the target items along with a policy with step by step procedures for competing and scoring the form to develop a prioritized waiting list based on the target items. The form and procedures have been approved by AAAPP.

TARGET GROUPSIn fiscal year 2021, CARES will establish the following goals for the listed target groups:

OAA/LSP Targeting Categories	OAA IIIB Unduplicate d Clients	Percentage	OAA LSP Unduplicate d Clients	Percentage
Persons aged 60+ years	90	100.00%	80	100.00%
Greatest economic need	45	50.%	45	56.3%
Greatest social need	48	53.3%	45	56.3%
Minority	16	17.7%	16	20%
Low income minority (125% FPL)	15	16.7%	15	18.8%
Rural	30	33.3%	30	37.5%
Limited English Proficiency	17	18.8%	17	21.3%
At Risk of Institutional Placement	20	22.2%	18	22.5%

Information contained in the Elder Needs Index and American Community Survey found in the Area Agency on Aging Pasco/Pinellas 2020 Area Plan provides data on Pasco County. This information indicates that the cities of Hudson and New Port Richey on the west side; Zephyrhills, Lacoochee, and Trilby on the east side; and in central Pasco County, Wesley Chapel and Land o' Lakes are population clusters meeting our targeting and outreach criteria.

These data sources also indicate Pasco County does not have a large population of any minority group. There are pockets within the county including Dade City and Land O' Lakes with a larger minority population. While the entire county has no rural designation there are areas of rurality primarily in the northeastern Pasco County areas of Trilby, Lacoochee, and Trilacoochee.

Many Pasco communities have higher rates of poverty than the county average (13.6% of residents with incomes at or below the Federal Poverty Level): these areas include Dade City, Zephyrhills and Hudson. This information provides a valuable starting point for targeting activities. CARES' commitment to serving the targeted populations is also anchored in its organizational foundation.

To fulfill the responsibility to implement action plans for reaching the targeted populations of:

- a. Individuals with greatest Economic need
- b. Individuals with greatest Social need
- c. Individuals at risk for institutional placement
- d. Lower income minority Individuals
- e. Individuals with limited English proficiency
- f. Individuals residing in rural areas

CARES OAA Department will provide community outreach in the following ways:

- a. Press releases
- b. Meeting with community groups and through distribution of agency/program materials to strategic sites including nutrition sites- (will ensure that Nutrition Site Supervisors will always have enough supplies of CARES program/agency materials and brochures)
- c. DCF Adult Payments office
- d. Public/governmental locations
- e. Attendance at community events
- f. Articles and public service notices pertaining to CARES and its services in the Pasco Shopper, a newspaper that is distributed widely in East Pasco
- g. Flyers about CARES services will be delivered by the Elderly Nutrition Program to home delivered meals consumers
- h. The East Pasco office will contact socially isolated individuals referred from the Pasco County Elderly Nutrition program for Telephone Reassurance and advising them of the services available in CARES OAA programs
- i. Partnerships with other community agencies

In addition to the general outreach for all targeted groups CARES recognizes that there are unique groups that may not be reached by the general outreach.

Individuals at Risk of Institutional Placement

Individuals at risk of institutional placement are those that are unable to perform at least 2 ADLs without substantial assistance including verbal reminders, physical cuing, or supervision which is the criteria that the DOEA CARES Unit uses to establish a Level of Care (LOC) for placement in a SNF. Individuals requesting OAA service usually do not have a Level of Care determination indicating a need for placement. That being the case we can only look toward response scores of 2 or greater in the ADL section of the 701S or the 701A in identifying and targeting those consumers.

Individuals with greatest Economic and Social need

CARES, with over 47 years of service to elders in Pasco County, has intimate knowledge of the rural areas in the County where social isolation is the greatest. Additionally, the 701A used at enrollment identifies individuals living alone, which is an indicator of social need. An analysis of prior years' clients, the living alone situation in CIRTS reports indicates a significant number of OAA clients fall within this category. CARES has identified Pasco County BPL populations by census tracts and will focus its outreach efforts in areas where the percent of BPL population is either 14% or above or where the BPL population is over 1,000.

Individuals with Limited English Proficiency

Individuals in this category have difficulty communicating in English. Although this can be the result of a neurological disorder, it is usually due to English not being the individual's primary language. In Pasco County, individuals of Hispanic origin may have limited English proficiency. CARES staff diversity and its outreach efforts in areas with higher concentration of Hispanics allows it to reach out and communicate with those elders.

Other groups that outreach efforts will address include older individuals with severe disabilities; and individuals with Alzheimer's disease or related disorders. Development of partnerships and collaborations with organizations such as the Agency for Persons with Disabilities and The Alzheimer's Association will assist CARES in reaching those individuals who may be eligible for assistance under the OAA program.

Evaluation of Targeting Plan

Evaluation of the above strategies will be measured by the following:

- a. Increase in the numbers of low income and minority served.
- b. Measure the number of linkages made with minority groups and rural populations.
- c. Measure the number of minority and rural clients expressing satisfaction with the program.
- d. Evaluate collaborative efforts developed during the year.
- e. Measure increases in referrals from the minority community and rural areas.

Furthermore, to successfully target and serve low income and minority populations, several organizational components are required:

- a. Specialized outreach.
- b. Availability of appropriate resources.
- c. Availability of translated resources and materials.
- d. Employee diversity.
- e. Bilingual and ethnic/culturally sensitive staff.
- f. Service staff with experience in the minority community and knowledge of the rural areas in the community.
- g. Accessibility to service sites (CARES has service sites located in East and West Pasco close to areas where concentrations of very high to high need elders live.

II.A.5. IDENTIFYING AND PRIORITIZING CLIENTS

Under the best of circumstances, availability of services due to funding limitations for frail elders, falls short of meeting the community need. Therefore, informing potential consumers of available services/programs and identifying frail elders who are most in need of those services are essential steps in a sequence of steps leading to responsible resource allocation.

As an Older Americans Act provider CARES has established program specific priority procedures and forms to be used when prioritizing individuals for Older American Act funded services. These procedures are based upon Area Agency on Aging of Pasco-Pinellas Inc.'s Older Americans Act Prioritization Policy and Procedures and include the following criteria:

- a. Low-income minority individuals
- b. Older individuals residing in rural areas
- c. Older individuals with greatest economic need
- d. Older individuals with greatest social need
- e. Older individuals at risk of institutional placement
- f. Older individuals with limited English proficiency
- g. Service-specific requirements, which are consistent with DOEA minimum standards for the service
- h. Intake Screening and Assessment Risk Score (DOEA 701 A, B or C) as required for OAA Registered Services

CARES will adhere to the Area Agency on Aging of Pasco-Pinellas, Inc. OAA Prioritization Policy where the staff will complete CARES OAA Client Service Prioritization form (approved by the AAAPP) for each prospective client and upon reassessment of active clients. The purpose of CARES OAA Client Prioritization Form is to provide an instrument for documenting essential information to establish an applicant's priority status for the OAA program. The sources for prioritization are the Older Americans Act areas of special emphasis (i.e. race, income, social isolation, rural living area, disabilities, etc.) and the essentialness of service specific needs.

The following list outlines the steps taken from either receipt of the notification by the ADRC of an individual placed on OAA service APCL or for an individual making an initial request directly to CARES for OAA services.

Step 1

Notification by the ADRC

Notification by the ADRC of a new APCL OAA services individual initially go to CARES CIRTS Specialists or center manager who acknowledge receipt of the referral and prints a 701S turnaround which is used by CARES OAA staff to assist in completing the OAA Client Prioritization Form to generate a prioritized waitlist. The information on the 701S is used to assist in completing the OAA Client Prioritization Form (see Step 2 below)

Direct Requests to CARES - OAA Services:

When a request for OAA service is made directly to CARES the OAA intake worker will give the name and Social Security number of the potential client to the CIRTS data entry worker who will verify as to whether the individual is in the CIRTS system. If it is determined that the potential client is not in the CIRTS system, the OAA intake worker will refer the caller to the ADRC for completion of the 701S.

Step 2

After a 701S is received from the ADRC, the OAA intake staff completes the CARES OAA Service Prioritization Form to assist in establishing a prioritized OAA waitlist. The OAA intake staff uses the 701S along with service specific needs information to complete information on CARES OAA Service Prioritization Form.

The following will provide an overview of CARES OAA Service Prioritization Form(s). A copy of the form(s) and instructions for its completion are included in separate attachments to these procedures.

CARES OAA Service Prioritization Form:

CARES OAA Service Prioritization Form is divided into two primary sections and a comment box/section.

Section b. through h. - include the following Older Americans Act areas of special emphasis:

- a. Race/Ethnicity
- b. Low Income
- c. Lives in Rural Area
- d. Social Isolation
- e. Primary Language
- f. At Risk of Institutionalization

Point values are assigned for items (b.) through (g.) and are summed in the TOTAL box in that section.

Screening Specialist will sign the form when this section is originally completed for tracking of annual reassessment completion date and other updates and changes while the client is on the APCL.

<u>Section i. Program Specific Criteria</u> — The items in this section correlate to individual tasks required by the consumer that relate to the individual's ADLs and IADLs. The point values assigned to the tasks correlate to the essentialness of the activity as it would relate to the person's wellbeing. For example, shopping is essential to an individual for food and other basic goods. Therefore, the need for shopping has a higher point value than the need for light housekeeping.

<u>Section (i.)</u> — is divided into two sections (Homemaker and Chore). The purpose of this division is to eliminate the need to have two separate OAA Client Prioritization forms (one for Homemaker and one for Chore) and to be able to have two distinct scores for an individual who need both Homemaker and Chore.

Note: The Homemaker score is created by adding the totals from (b) through (g) and the Homemaker total in section (h). The Chore score is created by adding the totals from (b) through (g) and the Chore total in section (h).

<u>Comment Section</u> – Since OAA does not have an Agency "imminent risk" procedure this section is to be used to provide written justification for service for an individual who has a lower OAA Prioritization score than others yet is in dire need of service(s) and would be at significant risk without service(s).

Step 3

After completion of CARES OAA Client Prioritization Form, the score (the sum of b. through g.) is entered on CARES OAA Client Prioritization Form as well as the CIF, and a copy of the 701S or 701A is kept in the client's file. When services become available, the coordinators of OAA services will review the score totals for clients based on the targeted scores. ALL those clients that have the highest score will be contacted by phone by the Homemaker or Chore Intake/Case Coordinator for completion of the appropriate sections. Example of it: CARES will begin telephone screening with the highest score of 7, 6, 5, 4, 3, 2, and 1 category/score range. CARES will place emphasis on those clients on the APCL the longest time within the same score regardless of the number of clients in a specific range. This phone screening process will assist in identifying those services that will be needed by the client. These forms totals will be completed, tallied, and signed at that time by the designated staff member, and services will be scheduled after final prioritization is completed to ensure the most at risk clients are being served first. In the instance where more than the number of clients eligible are identified having the same score, then those clients that have been on the APCL longer will be approved for services first. The screener will sign the bottom of the form when this process is completed.

Step 4

A copy of the completed score totals with a specific priority score will be entered into the CARES waitlist database with the indicated start date of services.

<u>Note:</u> Completion of the above steps will be done each month for new individuals placed on the waiting list. Designated staff will run CIRTS reports each month for APCL clients and reconciled with CARES internal prioritization process. All terminations will be removed and identified each month.

Selection of Wait List Individuals:

The purpose of the AAAPP OAA Prioritization Policy is to ensure that a systematic prioritization process is in place for the selection of eligible individuals for service. As indicated in the steps above individuals referred by the ADRC for OAA services are prioritized using CARES Client Prioritization Form. Information from that form is inputted into CARES internal database system and the Assessed Prioritized Consumer Waitlist is used to schedule services.

When openings occur, selection of the next individual for enrollment is primarily made based upon the individual's OAA Client Prioritization Score identified through targeting. However, service specific aspects for respective office sites may sometimes come into play in the selection process.

Likewise, selection of the next individual may be made when the individual has a lower OAA Prioritization score than others but is in dire need of service(s) and would be at significant risk without service(s). Justification for selection of such individuals must be documented on the OAA Client Service Prioritization Form and in the narrative section of the client's file.

CARES will keep documentation in writing, of all conflicts, problems and incidents arising from the use of these procedures.

Attachment III Prioritization Policy and Procedures

II.A.6. PROCESS FOR REDUCING OR TERMINATING SERVICES

Process for reducing and/or terminating services:

If service limitations due to a reduction in funding occur, CARES utilizes the following guidelines to assist the Homemaker Case Coordinator in making either reductions in service or in terminating services:

Reductions to service provision can be made for a variety of reasons, such as:

- a. Reduction in funding and need to serve existing higher priority clients
- b. Client's condition improves
- c. Additional support and help from family or other funding source is available
- d. Client's request

Termination of services usually is the result of one of the following:

- a. Client's health deteriorates to the point where placement is required
- b. Client is unwilling to or is not mentally able to cooperate in the coordination of the chore service
- c. Client elects to end services
- d. Client moves out of area
- e. Client no longer meets eligibility criteria
- f. Lack of adequate funding for continuing services
- g. Clients death

When the Homemaker Case Coordinator is faced with a decision to terminate, suspend or reduce a client's service, or place the client on a hold status, the Homemaker Case Coordinator must forward/mail a completed CARES' Recipient Notice of Adverse Action Form (commonly referred to as the 10 Day Letter) to the client, no less than 10 calendar days prior to when the action will take place.

CARES' Recipient Notice of Adverse Action form informs the client/responsible party not only what the adverse action is (i.e. termination, suspension "hold" or reduction in service) but also advises the client about his/her right to submit a grievance.

The form also outlines the grievance process and describes the roles of CARES and the Area Agency on Aging of Pasco-Pinellas, Inc. as they pertain to the review proceedings and subsequent appeal procedures.

*If the end of the 10-calendar day period is on a Saturday, Sunday or legal holiday then the end of the 10-day period will be the end of the next business day, which is neither a Saturday, Sunday, nor legal holiday.

Homemaker:

Assess the stability of each consumer's support system as it relates to the following Homemaker activities that are listed in order of priority:

Point Value:

- a. Shopping (i.e. food)b. Meal Preparationc. Laundry2
- d. Light Housekeeping 1

Clients whose service plans include the above activities are given corresponding points and are to be considered at high risk based on these needs.

- a. Evaluate each consumer's housekeeping/homemaker needs to determine if adjustments can be made in service delivery patterns (i.e. frequency and/or duration of service visits).
- b. After completion of the above determinations, implement service delivery options (i.e. reduction of service or possible termination).

Reduction or Termination Implementation:

CARES has developed a list of service providers who offer services similar to those provided under Homemaker. When a client's Homemaker Service is reduced or terminated the Homemaker Case Coordinator will provide the client with a list of appropriate providers to assist the client in securing additional or needed services.

Additionally, when the Homemaker Case Coordinator is faced with the decision to reduce a consumer's service, he/she advises the consumer in advance via written notice of adverse action. This advance notice allows the consumer to better adjust to the alteration in service or to allow time for the arrangement of other service options or to appeal the decision to reduce service. Procedures consistent with DOEA policy as outlined in the last paragraph below are followed.

Likewise, all consumers who are being terminated from either program are advised of the decision in advance so that other arrangements, if needed, can be instituted. Additionally, the Homemaker Case Coordinator again advises the consumer that he/she have the right to file a grievance if he/she feels that services are being unfairly denied. Again, procedures consistent with DOEA policy as outlined below are followed.

The Homemaker Case Coordinator is required by DOEA policy to advise the consumer regarding suspensions, reductions or termination of service, that he/she has a right to file a grievance/appeal with CARES and that the grievance will be addressed according to procedures that are consistent with DOEA policy. Additionally, CARES is required to advise consumers that if they are not satisfied with the disposition of their grievance, they have the right to appeal in writing to the Area Agency on Aging of Pasco-Pinellas, Inc.

Procedure to terminate low risk clients, if necessary, to serve higher risk clients:

At CARES we strive to provide continuation of services for clients actively enroll in the OAA and LSP programs; nonetheless, in a situation where it is imperative to terminate a low-risk client in order to serve a higher risk client, CARES' Homemaker Case Coordinator will follow the following process with technical assistance and final approval from the AAAPP:

- a. Low-risk clients will be counseled, and other service alternatives and community resources will be coordinated to continue services at the same level to prevent further harm.
- b. Homemaker Case Coordinator will explore the possibility to enroll the client back on the APCL.
- c. Homemaker Case Coordinator and his/her supervisor will bring the case to the Administrative Team to request services continuation to prevent further harm and such case to be serve on a pro-bono basis.

Process for placing the client on "hold" status:

Initiation of "hold" status is usually the result of a client going into the hospital or being out of town visiting with distant friends and/or relatives. Clients will also request that their service(s) be put on hold because they have family members visiting. Since the "hold" request is initiated by the client, the temporary suspension in service does not require a 10-Day Letter.

When the client's services go "on-hold," the Homemaker Case Coordinator advises the Care Management Department Administrator, who, in turn, updates the Homemaker Utilization Tracking Report in Excel. Likewise, when the client's services go "off-hold," the Homemaker Case Coordinator advises the Care Management Department Administrator.

However, if for some reason (i.e., hospitalization of the client followed by rehab) the client is on hold for 90 days/3 months, then a *10-Day Letter* is sent to the client indicating that he/she will be terminated from the program. This "on-hold" period- of- time (i.e., 90 days/3 months) is in line with established DOEA principles of reasonableness.

Attachment IV CARES Complaints Policy and Procedures

II.A.7. ELIGIBILITY AND ASSESSMENT/REASSESSMENT PROCESS

There are two distinct eligibility criteria for OAA Homemaker service, which are outlined below:

- a. 60 years of age or older (60+)
- b. Have demonstrated need (e.g. through assessment) for homemaker services

Note: Preference is given to older individuals with the greatest economic or social needs with attention to low income minority.

As indicated above, one of the criteria to be eligible for OAA Homemaker services is that the person must be 60 years of age or older, but this criterion alone does not ensure that the applicant will receive service. Priority of need is the overwhelming factor in determining when a caller/applicant will receive Homemaker service. Likewise, Homemaker service may be provided only when there is no one capable of or responsible to accomplish the requested Homemaker tasks.

CARES will adhere to the CARES Prioritization Policy as approved by the Area Agency on Aging of Pasco-Pinellas, Inc.

To adhere to these policies and procedures CARES OAA/LSP Homemaker staff will complete CARES OAA Client Service Prioritization form for each prospective client and upon reassessment of active clients.

Purpose:

CARES OAA Client Prioritization Form provides an instrument for documenting essential information to establish an applicant's priority status for either the OAA Homemaker program. The sources for prioritization are the Older Americans Act areas of special emphasis (i.e. race, income, social isolation, rural living area, disabilities, etc.) and the essentialness of service specific needs.

Procedure:

The following outlines the steps taken from either receipt of the notification by the ADRC of an individual placed on OAA Homemaker APCL or for an individual making an initial request directly to CARES for OAA Homemaker services.

Step 1

Notification by the ADRC - Notification by the ADRC of a new APCL OAA Homemaker individual initially go to CARES CIRTS Specialists who acknowledge receipt of the referral and print a 701S turnaround which is used by CARES OAA staff to assist in completing the OAA Client Prioritization Form to generate a prioritized waitlist. The information on the 701S is used to assist in completing the OAA Client Prioritization Form (see Step 2 below)

<u>Direct Requests to CARES - OAA Homemaker</u> — When a request for OAA Homemaker service is made directly to CARES the OAA intake worker will give the name and Social Security number of the potential client to the CIRTS data entry worker who will verify as to whether the individual is in the CIRTS system. If it is determined that the potential client is not in the CIRTS system, the OAA intake worker will refer the caller to the ADRC for completion of the 701S.

Step 2

After a 701S is received from the ADRC, the OAA Homemaker intake staff completes the CARES OAA Service Prioritization Form to assist in establishing a prioritized OAA waitlist. The OAA Homemaker intake staff uses the 701S along with service specific needs information to complete information on CARES OAA Service Prioritization Form.

The following will provide an overview of CARES OAA Service Prioritization Form. A copy of the form and instructions for its completion are included in separate attachments to these procedures.

<u>CARES OAA Service Prioritization Form</u> – CARES OAA Service Prioritization Form is divided into two primary sections and a comment box/section.

Section b. through h. – include the following Older Americans Act areas of special emphasis:

- a. Race/Ethnicity
- b. Low Income
- c. Lives in Rural Area
- d. Social Isolation
- e. Primary Language
- f. Physical Disability
- g. Mental Disability
- h. At Risk of Institutionalization

Point values are assigned for items (b.) through (g.) and are summed in the TOTAL box in that section.

Homemaker Case Coordinator will sign the form when this section is originally completed for tracking of annual reassessment completion date and other updates and changes while the client is on the APCL.

Section i. Program Specific Criteria – The items in this section correlate to individual tasks required by the consumer that relate to the individual's ADLs and IADLs. The point values assigned to the tasks correlate to the essentialness of the activity as it would relate to the person's wellbeing. For example, shopping is essential to an individual for food and other basic goods. Therefore, the need for shopping has a higher point value than the need for light housekeeping.

Section (i.) is divided into two sections (Homemaker and Chore). The purpose of this division is to eliminate the need to have two separate OAA Client Prioritization forms (one for Homemaker and one for Chore) and to be able to have two distinct scores for an individual who need both Homemaker and Chore.

Note: The Homemaker score is created by adding the totals from (b) through (g) and the Homemaker total in section (h). The Chore score is created by adding the totals from (b.) through (g) and the Chore total in section (h).

<u>Comment Section</u> — Since OAA does not have an Agency "imminent risk" procedure this section is to be used to provide written justification for service for an individual who has a lower OAA Prioritization score than others yet is in dire need of service(s) and would be at significant risk without service(s).

Step 3

After completion of CARES OAA Client Prioritization Form, the score (the sum of b. through g. is entered on CARES OAA Client Prioritization Form as well as the CIF, and a copy of the 701s or 701A is kept in the client's file. When services become available, the coordinators of OAA homemaker and chores services will review the score totals for clients based on the targeted scores. ALL those clients that have a highest score will be contacted by phone by the Homemaker or Chore section for completion of the appropriate sections. Example of it:

- a. CARES will begin telephone screening with the highest score of 7, 6, 5, 4, 3, 2 and 1 category/score range. CARES will place emphasis on those clients on the APCL the longest time within the same score regardless of the number of clients in a specific range.
- b. This phone screening process will assist in identifying those services that will be needed by the client.
- c. These forms totals will be completed, tallied, and signed at that time by the designated staff member, and services will be scheduled after final prioritization is completed to ensure the most at risk clients are being served first.
- d. In the instance where more than the number of clients eligible are identified having the same score, then those clients that have been on the APCL longer will be approved for services first.
- e. Screener will sign the bottom of the form when this process is completed.

Step 4

A copy of the completed score totals with specific priority score will be entered into the CARES waitlist database with the indicated start date of services.

<u>Note:</u> Completion of the above steps will be done each month for new individuals placed on the waiting list. Designated staff will run CIRTS reports each month for APCL clients and reconciled with CARES internal prioritization process. All terminations will be removed and identified each month.

<u>Selection of Wait List Individuals</u> – The purpose of the AAAPP OAA Prioritization Policy is to ensure that a systematic prioritization process is in place for the selection of eligible individuals for service. As indicated in the steps above individuals referred by the ADRC for OAA services are prioritized using CARES Client Prioritization Form. Information from that form is inputted into CARES internal database system and the Assessed Prioritized Consumer Waitlist is used to schedule services.

When openings occur, selection of the next individual for enrollment is primarily made based upon the individual's OAA Client Prioritization Score identified through targeting. However, service specific aspects for respective office sites may sometimes come into play in the selection process.

Likewise, selection of the next individual may be made when the individual has a lower OAA Prioritization score than others but is in dire need of service(s) and would be at significant risk without service(s). Justification for selection of such individuals must be documented on the OAA Client Service Prioritization Form and in the narrative section of the client's file.

CARES OAA Client Prioritization Form can be found on the "Attachment" section of this application.

<u>Homemaker Assessment to enroll NEW clients</u> – Based on priority ranking and availability of funds, individuals are assessed to determine specific Homemaker service needs and whether alternative resources for services are available to/for the consumer. The DOEA Assessment Instrument (701A) is used to assess all OAA Homemaker clients via a home visit.

If deemed eligible and upon completion of the assessment and other required forms/paperwork (i.e. Consent Form and Release, SNAPP Registration if needed, etc.), during the home visit a service plan is developed in conjunction with the client and a request for initiation of service is forwarded to CARES Homemaker Scheduling/Billing Clerk.

Prior to the initiation of service, the OAA Program Assistant in our Home Health Department reviews with the client, a CARES admission packet which contains the following:

- a. Client Bill of Rights and Representatives
- b. Advance Directives
- c. Infection Advice
- d. Basic Home Safety
- e. Confidentiality Regarding Records
- f. Emergency Preparedness Information

To evaluate on-going needs for Homemaker Service, the Homemaker Case Coordinator will make six-month phone contact with the client.

If it is determined that a client is not in need of Homemaker Service based on service task request, the Homemaker Case Coordinator will give the consumer other options listed in the Senior Helpline Resource Directory.

<u>Homemaker Reassessment for ACTIVE Clients</u> – An Annual reassessment of the client is made by the Homemaker Case Coordinator. The annual reassessment 701A takes place within the month of the client's annual reassessment anniversary which is based on the initial assessment date. Additionally, the Area Agency on Aging OAA Prioritization Policy and Procedures require that client's prioritization for service be reviewed upon reassessment. Therefore, CARES OAA Client Service Prioritization form is completed at reassessment and is used in evaluating continue need for service.

To ensure that the guidelines are adhered to, CARES has developed an OAA Client Information Form (CIF) which is completed by OAA Program Coordinator/Screening and Assessment Specialist and forwarded to CIRTS data entry workers. The form provides a record of individual service dates for Homemaker clients, date of last assessment and other pertinent information. The historical data which is indicated on the form will provide the necessary information to ensure that the above steps/guidelines are adhered to.

If it is determined that a client is not in need of Homemaker service based on service task request (beyond what is described in the DOEA Handbook) the Program Coordinator/Screening and Assessment Specialist will give the consumer other options listed in the Senior Helpline Resource Directory.

<u>Timely Completion of Assessments</u> – When the budget indicates that new/additional consumer can or need to be enrolled for Homemaker Services, the Project Supervisor advises the Homemaker Case Coordinator of the number of clients which need to be assessed for addition to the program. A timeframe for this activity and its completion is also established at this time.

The Homemaker Case Coordinator then reviews clients on the waitlist and selection of clients to be assessed is based upon the client's OAA Service Prioritization Score.

The Project Director periodically checks the status of the assigned pickups with the Homemaker Case Coordinator to ensure that the clients are assessed within the specified timeframe.

Likewise, to ensure that clients are reassessed within their annual anniversary date, a list of all Homemaker clients needing reassessments within the quarter is generated by CIRTS and that information is reviewed by the Homemaker Case Coordinator. This information allows the Homemaker Case Coordinator to plan her time effectively and to appropriately schedule reassessments to ensure that clients are reassessed in a timely manner.

<u>CIRTS Accuracy</u> - Homemaker personnel who are responsible for completing Homemaker assessments are required to complete the on-line DOEA Assessment Training and successfully complete the post training test. This ensures that they are adequately prepared to conduct reliable assessments.

After the information from the assessment is entered in CIRTS, the Homemaker Case Coordinator compares each item in the turnaround document with the written/original 701A to ensure the accuracy of data input and to make sure corrections are made, if needed.

<u>Client Lists</u> - The Homemaker Case Coordinator maintains a list of all clients enrolled on the DOEA APCL. This list contains client's 701S or 701A form original completion date which elicits the reassessment due date. All reassessments are completed following DOEA's guidelines and procedures.

In addition to waiting lists mentioned above and per AAAPP requirements, CARES also maintains a list of active Homemaker clients, as well as, a list of unduplicated clients in both its program and federal fiscal year journals. This data is required for report purposes by the Area Agency on Aging and the Department of Elder Affairs.

II.A.8. CLIENT CONFIDENTIALITY

State and federal (HIPAA) laws and regulations require that program participant information be maintained in a confidential manner. To adhere to these requirements, CARES has adopted specific policies and procedures for maintaining client confidentiality and releasing client information. Additionally, formal HIPAA training has been provided to all current employees and volunteers. All new hires receive HIPAA training as a part of their orientation.

The following is a brief outline of CARES Client Confidentiality policies and procedures:

Active Client Records:

All client records are housed in physically secure areas (i.e. locked file cabinets, locked rooms, etc.) with access limited according to CARES Minimum Necessary Standard Plan.

Additionally, specific protocols are followed by staff to ensure that confidential information/PHI on desks, in computers, at the fax machine, etc. is properly protected during normal business activity.

Secondary records which include clients' lists, indexes, demographic data, billing records and worksheets containing identifiable client data are protected with the same carefulness as other client records.

Terminated Records:

Terminated clients' records and any secondary records are retained in a locked storeroom area accessible only by authorized personnel. Such records are retained for a period as established by DOEA and HIPAA requirements, then destroyed according to retention schedule unless there is specific need for preservation of the record(s). Destruction is by shredding or supervised incineration.

Field Visits and Client Information:

Original client records are not to leave the agency except in response to required client visitations (i.e. annual reassessment, care plan review visits, etc.), court ordered appearance or subpoena. Additionally, as requested by the AAAPP and DOEA for monitoring purposes. When records are used in such situations, the following procedures are followed:

- a. Copies are to be kept/carried in briefcases and kept in the trunk of a locked vehicle when the vehicle is unattended.
- b. Notes shall <u>not</u> be written in public places and client records and notes shall remain in briefcases while in public places.
- c. Records, documents and lists are to be returned to the office at the end of each workday unless this procedure would be considered unreasonable. Otherwise, the information containing PHI must be kept in the trunk of a locked vehicle or in a non-visible area in the employee's home. The PHI must be kept in a reasonably safe area away from family and/or friends.

Telephone and Confidentiality:

Confidential information can only be disclosed via the telephone when:

- a. It can be determined that the requesting party is entitled to receive such information.
- b. The information is needed to assist in the care or well-being of the client or to obtain a benefit or a claim.

Oral Communication and Voice Mail:

CARES' staff members will refrain from oral communications (concerning clients) in hallways, reception areas, restrooms and conversations via speakerphone unless this procedure would inhibit an emergency circumstance and/or would be otherwise unreasonable.

- a. Voice mail passwords will be unique to each employee and will not be shared with anyone other than his/her supervisor.
- b. CARES staff members will send all emails encrypted to protect client confidential/sensitive information.

Home Health Aide and Homemaker Records:

Some record information is maintained in the client's home and in the field to facilitate home care visits and for recording purposes.

When record information is maintained in the field, only the following information is to be kept in the client's home and by home health aides and homemakers:

- a. The most recent Home Health Aide Instruction Form or Homemaker Service Plan (in client's home).
- b. Update information (i.e. Home Health Aide Activity Report and Narrative or Homemaker Activity and Progress notes) for a seven-day period (by home health aides and homemakers).

Release of Information and Formal Aspects:

- a. All information contained in the client record is confidential and the release of such information follows CARES HIPAA Policies and Procedures. A formal request and signed authorization are required for all information releases except:
- b. For release to another health care provider currently involved in the care of the client
- c. For research or data requirements determined or required by the Department of Elder Affairs, the Area Agency on Aging of Pasco-Pinellas, Inc. or other program(s) associated with a state or educational entity (i.e., USF with the ADI Program).
- d. To contracted service organizations.

- e. Florida Department of Children and Family Services/Adult Protective Services.
- f. As required by law.

Release of Case Record or Copies of Case Records:

Records contain sensitive information (e.g. mental health information, extensive family or caregiver information, etc.), therefore, formal requests for release of information are answered by releasing copies of selected portions or the record or a record summary. The only exception to releasing selected portions or record summary would be in response to a court order in which the entire record is specifically requested.

Information released by copies (i.e. photocopy) or record summary are strictly limited to that information required to fulfill the purpose of the formal request or authorization. Release of information that is not essential to the stated purpose of the request is specifically prohibited.

Consultation with supervisor before releasing any part of the client record is required. The exceptions to this are as follows:

- a. Care Plan and Assessment Information, etc. as required by program service providers or Department of Children and Families.
- b. Requests by the DOEA or Area Agency on Aging for monitoring purposes, level of care determination and the like.

Client Computer Information and Records:

Computer processed client information/data is protected with the same diligence as the original client record. The following apply:

- a. Access to computer records (e.g. CIRTS) is controlled through security codes known only to authorize users. CARES staff members will not share their User ID and Password with anyone other than his/her supervisor.
- b. Passwords are changed at least bi-annually and more frequently if indicated or requested by the Area Agency on Aging or the DOEA.
- c. Passwords of terminating CIRTS data entry personnel are changed/deleted on or before employee's termination date.
- d. Back-up files containing client identifiable information are maintained in a locked fireproof file cabinet in the agency office or at a secure offsite location per agency disaster preparedness plans/policies.
- e. Only authorized personnel are permitted access to computer terminals.
- f. November 2017 CARES developed an additional "Encryptions Email Policy." The purpose of this policy is to provide guidance on the use of encryption to protect information resources that contain, process, or transmit confidential and personal information. Additionally, this policy provides direction to ensure that State and Federal regulations are followed. This policy applies to all employees and affiliates, including contractors and Business Associates. It addresses encryption policy and controls for confidential data that is at rest (including portable devices and removable media) and data in motion (transmission security).

Confidentiality Policies and Employee Orientation Training:

The above policies are made known to all employees at the time of employment and each employee as a condition of employment and an understanding of CARES Confidentiality Policies signs a Confidentiality Agreement.

CARES Patient/Client Privacy Rights Policy:

CARES implement policies and procedures to accommodate patient/client privacy rights as required by and specified in the Privacy Rule of the Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996.

Procedures:

- a. Patients/clients cared for by CARES have the following privacy rights:
- b. To receive a paper copy of the agency's Notice of Privacy Practices
- c. To request restrictions on the uses and disclosures of health information
- d. To request to receive confidential communication
- e. To access their protected health information for inspection or copying
- f. To amend their health care information
- g. To request an accounting of disclosures of health information
- h. Individuals have the right to complain if they believe CARES has committed any privacy violations.

The privacy policies of CARES detail the requirements for each of these rights and provide procedures for implementation.

Staff at CARES are provided with annual training regarding patient/client rights with respect to their health information.

Minimum Necessary Use of Protected Health Information Policy:

CARES' employees use the minimum amount of protected health information necessary to perform their job functions.

Procedures:

- a. CARES identify the employees who need access to protected health information according to the categories of uses for treatment, payment or health care operations.
- b. CARES identify the type and minimum amount of protected health information needed by employees to perform their jobs.
- c. CARES direct supervisory staff determines the circumstances under which employees may use protected health information.

All employees and volunteers who provide and coordinate treatment for CARES' participants have access to the participant's entire medical record. Supervisors have access to this information as well.

All employees are required to use protected health information in accordance with the determination made by CARES of the minimum amount necessary to effectively perform their jobs.

When an employee performs more than one job function at CARES, the types of protected health and condition for access is dependent on the capacity in which the employee is functioning.

New employees are provided with information regarding their access to protected health information during their orientation to CARES.

Minimum Necessary Requests for Protected Health Information Policy:

- a. CARES request the minimum amount of protected health information from other health care entities to achieve the purpose of the request.
- b. Procedures for routine and recurring requests for health information:
- c. CARES has identified requests for health information it makes on a routine and recurring basis that are not related to treatment.
- d. CARES has determined the minimum amount of health information that is needed to achieve the purpose of these requests.
- e. When CARES requests health information the person or entity to whom the request is made may rely on CARES' determination that the amount of health information requested is the minimum necessary to achieve the purpose of the request.

Procedures for non-routine requests for health information:

- a. CARES review the non-routine requests it makes for disclosures of health information that are not related to treatment on a case-by case basis to ensure that the amount of information requested is the minimum necessary to achieve the purpose of the request according to established criteria.
- b. Non-routine requests made by CARES for health information from another person or entity are reviewed by the Privacy Officer to determine that the amount of health information requested is the minimum necessary to achieve the purpose of the request.

Requests for entire medical records Policy:

CARES do not request a participant's entire medical record for any purpose not related to treatment unless a justification for such disclosure is documented in this policy.

CARES Client Record Policy:

All participant records, documents, and lists containing PHI will be stored in a locked drawer, locked file cabinet and/or locked office or if they are to be taken off the premises, kept in a reasonably safe area.

Procedures:

- a. CARES' staff members will keep participant records or documents containing PHI in a locked drawer, file cabinet or office.
- b. Records or documents, which are taken off the agency's premises, are to be kept in the trunk of a locked vehicle.
- c. Records, documents and lists are to be returned to the office at the end of each workday unless this procedure would be considered unreasonable. Otherwise, the information, which contains PHI, must be kept in the trunk of a locked vehicle or in a non-visible area in the employee's home. The PHI must be kept in a reasonably safe area away from family and/or friends.

CARES Client Computer Information & Records Policy:

Computer processed client information/data is protected with the same diligence as the original client record. The following apply:

Procedures:

- a. Only authorized personnel are permitted access to computer terminals.
- b. Access to computer records (e.g. CIRTS) is controlled through security codes known only to authorize users. CARES staff members will not share their User ID and Password with anyone other than his/her supervisor.
- c. Passwords are changed at least bi-annually and more frequently if indicated or requested by the Area Agency on Aging of Pasco-Pinellas, Inc. or the DOEA.
- d. Passwords of terminating CIRTS data entry personnel are changed/deleted on or before employee's termination date.
- e. Back-up files containing client identifiable information are maintained in a locked fireproof file cabinet in the agency office or at a secure offsite location per agency disaster preparedness plans/policies.

Protected Health Information and E-Mails Policy:

All e-mails that contain PHI must contain an electronic signature and must be send via encrypted mode. All Supervisor, Case Managers, Case Aides and other support staff working within the Community Care Department are required to use encrypted mode on all email send from their computers. A special encryption mode has been added to all staff members working with PHI information.

Procedures:

- a. CARES' staff members and volunteers will have the approved confidentiality statement in the content of e-mails that contain PHI.
- b. The confidentiality statement will inform the recipient to contact the sender if they received the e-mail in error.
- c. There will also be a statement that informs the unintended recipient to delete the e-mail from his/her computer and destroy any paper copy of the e-mail so that its content is left unidentifiable.
- d. On November 2017 CARES developed an additional "Encryptions Email Policy." The purpose of this policy is to provide guidance on the use of encryption to protect information resources that contain, process, or transmit confidential and personal information. Additionally, this policy provides direction to ensure that State and Federal regulations are followed. This policy applies to all employees and affiliates, including contractors and Business Associates. It addresses encryption policy and controls for confidential data that is at risk (including portable devices and removable media) and data in motion (transmission security).

Protected Health Information and Sent or Received Via FAX Policy:

All incoming and outgoing faxes that contain PHI must be handled according to HIPAA privacy standards.

Procedures:

- a. CARES' staff members will either place incoming faxes that contain PHI face down in the fax basket that is kept in a reasonably safe area or deliver the information to the proper recipient.
- b. All outgoing faxes that contain PHI must have a coversheet with a confidentiality statement.
- c. The coversheet will have a statement, which informs the recipient to contact the sender if they received the fax in error.
- d. There will also be a statement that informs the unintended recipient to destroy the fax, so its content is left unidentifiable.

Fundraising and Protected Health Information Policy:

CARES' fundraising activities protect the privacy of health information and include provisions for individuals to opt out of receiving fundraising communications.

Procedures:

- a. CARES may use or allow use of demographic participant information to or by a business associate or a CARES' foundation to raise funds on its behalf.
- b. CARES' Notice of Privacy Practices includes a statement that the individual's protected health information may be used for fundraising activities unless they inform CARES that they object to this use.
- c. CARES' fundraising communications include a statement informing the recipient that he or she may opt out of future fundraising communication with a description of how to do so.
- d. CARES will only use specific information about the treatment of a participant (e.g. for videos, brochures, and testimonials in fundraising solicitations) if it receives written authorization to do so.

Business Associates and Protected Health Information Policy:

The business associates of Community Aging & Retirement Services, Inc. dba CARES are required to provide satisfactory assurances that they will maintain the confidentiality of the protected health information of CARES' participants and only use and disclose it for the purposes for which it was provided.

Procedures:

- a. Existing and new relationships with non-members of CARES' workforce are reviewed to determine if the relationship will require the use and/or disclosure of protected health information and therefore be classified as a business associate.
- b. Business associates are required to sign a written contract that provides satisfactory assurances that they will adhere to the organization's privacy practices.
- c. CARES will rely on the professional judgment of the business associate to determine the type and amount of protected health information necessary for their purposes.
- d. The Privacy Officer will be notified of any termination of business associate contracts.
- e. The Privacy Officer will monitor the return or destruction of the PHI used, created or obtained by the business associate upon termination of the contract.
- f. The Privacy Officer will ensure that any complaints regarding privacy violations on the part of the business associate are reviewed and will make recommendations to the appropriate Departmental Supervisor and Chief Financial Officer.

<u>Protection of Private and Protected Health Information of Deceased Participants Policy:</u>

CARES protect the health information of deceased agency participants in the same manner and to the same extent as it did prior to the participant's death.

Procedures:

- a. Protection of the privacy of a deceased participant's health information is provided for as long as CARES stores or maintains according to current agency protocol.
- b. A personal representative of the deceased person (someone with legal authority to act on behalf of the deceased person or his or her estate) is verified according to standard agency protocols.
- c. The identity of the personal representative and his or her authority to act on behalf of the deceased participant is verified according to standard agency protocols.

Disposal of Protected Health Information Policy:

All protected health information must be disposed of according to HIPAA privacy standards.

Procedures:

- a. CARES' staff members will dispose of documents and/or records containing PHI in the appropriate secure container or shred them so that PHI is left unidentifiable.
- b. Shredding bins are kept in a reasonably safe area in each employee's office or in a locked cabinet.
- c. The shredding is completed by the employee him/herself, or shredded by a designated shredding person who is properly trained on how to handle PHI.

Protected Health Information Privacy and Confidentiality Policy:

CARES provide privacy training for all current and new employees who have contact with protected health information.

Procedures:

- a. All current members and or volunteers of CARES' work force received training regarding the requirements of the HIPAA Privacy Rule.
- b. All new employees and volunteers receive privacy training as a component of their orientation to CARES.
- c. All members of CARES' workforce receive retraining if policies and procedures change and as necessary.
- d. All privacy training provided to members of the workforce is documented and maintained in personnel records.
- e. Documentation of privacy training is maintained by the Privacy Officer according to the requirements of the Privacy Rule.

II.A.9 QUALITY ASSURANCE

Determining client satisfaction is an on-going process and is determined through several ways. The Primary methods is the client service evaluation questionnaire. Since client feedback is so essential in determining if service provision is adequate and is meeting the needs of the participant, based on a random selection, client evaluation questionnaires will be sent to at least 50% of the Homemaker participants who have received service during the year. Monthly, the Homemaker Case Coordinator mails at least 8 evaluation questionnaires and return address envelopes to unduplicated clients. The Homemaker Case Coordinator reviews the returned questionnaires. This on-going client feedback allows for any necessary changes in a timely manner. Information from the surveys will be collected on monthly basis and will be available at least every two months to address any problems and improve service quality.

Additionally, the Programs Accountability Supervisor will be made aware of any consumer problems/issues to ensure that appropriate action has or will be taken. This on-going client feedback is essential to make any necessary program changes in a timely manner. Information from the surveys will be collected on a monthly basis and surveys will be summarized annually and made available, if requested, to the CARES Board of Directors, AAAPP and Provider Administrators to address any problems and improve service quality.

Additionally, Homemaker Case Coordinator makes regular monitoring or follow-up home visits/inspections throughout each quarter to evaluate the provision of Homemaker Service and to follow-up on problems should they be expressed by the client or caregiver.

The usual methods of measuring quality in an organization are through structure, staffing, process and outcomes.

STRUCTURE, which covers such areas as organizational framework, legal authorization to operate, operational system, discriminatory practices and fiscal management responsibility. CARES is a not-for-profit 501 (c) (3) organization with offices located in East and West Pasco, employing more than 125 people. The framework for the agency is delineated in CARES organization chart.

Each local service office has the advantage of using internal systems developed by CARES for OAA intake, referrals, clients' plan of care/services, safety and quality assurance, assurance of client confidentiality and compliance with recordkeeping and reporting requirements of DOEA Home and Community-Based Services Handbook and the Area Agency on Aging of Pasco-Pinellas, Inc.

Additionally, CARES has standardized agency-wide procedures for the recording, reporting and logging of incidents relating to all departments and programs including OAA Programs. Likewise, any incident which may disrupt services to an elder, are reported immediately by telephone to the Area Agency on Aging of Pasco and Pinellas, Inc.

CARES also recognizes its legal and moral obligation to provide a system where employees and participants are respected as individuals and are given fair treatment and equal opportunity.

To that end, CARES Affirmative Action Program is designed to provide the framework for ensuring that the policy is being effectively implemented.

Our policy has been and will continue to be publicized through the following methods:

- a. Inclusion in our policy manual
- b. Publicized in other internal communications media
- c. Meetings conducted with supervisory personnel to explain the intent of the policy and insure individual responsibility for effective implementation
- d. Meetings held with other employees to discuss policy and explain employee responsibilities
- e. Discussed thoroughly in employee orientation
- f. Posting in service sites
- g. Included in all agency advertisements, contracts, etc.

FISCAL, MANAGEMENT RESPONSIBILITY:

The fiscal staff of CARES is comprised of the Chief Financial Officer, Accounting Supervisor and Billing Specialist. Together they have a total of more than 50 years of related accounting experience.

CARES utilizes a fully computerized accounting system that generates monthly financial reports for each department head. The Chief Financial Officer works very closely with the project managers and directors to monitor expenditures as they relate to their respective service objectives.

CARES has received excellent fiscal monitoring reports from the Area Agency on Aging of Pasco-Pinellas, Inc. these reports as well as past annual independent CPA audits reinforce the fiscal capability of the CARES staff.

STAFFING, which covers requirements related to hiring practices, wages and benefits, training and on-going in-service as well as employee safety.

Because CARES believes that quality service can only be built and maintained by quality personnel, we adhere to rigid standards of hiring and conditions of employment. Our employment application process includes verification of knowledge and validation of education, experience and skills through reference checks and confirmation of professional certification.

All candidates undergo a thorough interview, which includes a discussion of work experience as well as an exploration of the applicant's interpersonal skills, demeanor, maturity level, communication skills and attitude and understanding necessary to work well with our frail elderly population.

Applicants are required to provide at least two references that are contacted regarding the applicant's performance, quality, cooperation and dependability. No permanent placement is made until satisfactory references are obtained. Additionally, a Level 2 Background Screening is required for all individuals providing care/service in the home. Employment is contingent upon satisfactory background investigation as described above.

CARES recognizes that Homemaker workers have needs that must be addressed in order to retain them and recruit others when needed. To that aim, CARES offers Homemaker workers attractive wages, increased benefits, and structured merit increases for outstanding work-related accomplishments.

Additionally, the positive nature of each Homemaker position is stressed, the one-to-one relationship with clients, the autonomy of the position, the invaluable service provided to those in need and the personal satisfaction because of the beneficial nature of the work.

In addition to ensuring that all staff meet position criteria, CARES recognizes that it has a covenant duty to provide professional development and self-fulfillment. Therefore, we have developed a scheduled in-service training program that meets the requirements for Homemaker staff development as outlined in DOEA Program and Services Handbook. All Homemaker staff are required to attend scheduled in-services and documentation of such attendance is included in their personnel file.

To ensure the safety and wellbeing of employees, as well as clients, CARES has implemented a comprehensive safety program, which conforms to or exceeds OSHA and state policies. CARES HR Department and the leadership team meets regularly to review new standards and to improve existing agency procedures.

Employees are encouraged sharing with either their supervisor or a member of CARES Management Team and the cooperative efforts of all staff have resulted in CARES receiving an Outstanding Safety Performance Award from the Florida Preferred Risk, Inc.

PROCESS, is a response to the following:

- a. Was service delivered?
- b. Was the service appropriate?
- c. Was the service provided in an appropriate manner?

CARES utilizes several methods to determine and measure response to the above questions:

- a. Electronic homemaker activity sheets verify client served, date of service and tasks performed. Additionally, electronic signatures of both client and Homemaker workers attest to the assurance that requested tasks were completed.
- b. Appropriateness of service is measured by outcome data analysis in relation to service intervention goals.
- c. Finally, determination as to whether service was delivered in an appropriate manner is measured by client evaluation of service and supervisory visits and inspections.

<u>OUTCOME</u> is measured in terms of specific goals for the client and how well these goals are reached. Client satisfaction, as well as, professional evaluation completed by the supervisor are utilized to evaluate outcome measures.

a. To ensure that specific Homemaker goals are being achieved, the Homemaker Case Coordinator conducts random monitoring of service provision to determine effectiveness of service intervention.

b. Additionally, the Area Agency on Aging of Pasco and Pinellas, Inc. conducts annual monitoring of all OAA programs to ensure service compliance and evaluate quality assurance areas. CARES has consistently received favorable OAA monitoring reports since its assumption of those programs.

III.A. DESCRIPTION OF SERVICE DELIVERY

SERVICE:	Homemaker	PROGRAM(S): Older Americans Act/LSP

III.A.1. SITE LOCATION: Provider must include a list of addresses and contact information for administrative and service delivery sites, with corresponding days and hours of operation.

Homemaker services are coordinated, and workers assignment sites are as follows:

West Pasco CARES Homemaker Office Rao Musunuru, MD Enrichment Center 12417 Clock Tower Parkway Hudson, FL 34667 Tel: 727-862-9291

Contact Person: Gail Holton Mary Stahl

East Pasco CARES Homemaker Office CARES Crescent Center 13906 Fifth Street Dade City, FL 33525 Tel: 352-523-1500

Contact Person: Gail Holton Mary Stahl

Hours of operations at both locations:

Monday through Friday 8:00 AM to 5:00 PM - After hours are available upon special request.

III.A.2. SPECIFIC SERVICE ACTIVITIES

Activities under the provision of this service can be divided into two areas, Pre-service and Direct Service.

PRE-SERVICE ACTIVITES

- a. Assurance that pre-service training requirements of all Homemakers are met.
- b. Targeting of individuals with greatest economic and social needs.
- c. Outreach with specific emphasis to low income minority seniors and those living in rural area.
- d. Completion of an appropriate intake that applies (i.e. DOEA 701S or 701A) is properly completed as well as CARES OAA Client Prioritization Form as to need for service.
- e. Assessments and reassessments for new, current and waiting list clients as to need for service.
- f. Development of service plan signed by client.
- g. Client enrollment in CIRTS inclusive of waiting list clients.

HOMEMAKER DIRECT SERVICE

Upon meeting eligibility criteria as outlined in Section II.A.7 of this application, Homemaker services will be scheduled. These services, whose purpose is to assist elder individuals in remaining in their own homes and who because of frailty or other disabling conditions are unable to perform them, include such tasks/activities as:

- a. Washing Dishes
- b. Cleaning Floors
- c. Meal Planning and Preparation
- d. Laundry
- e. Shopping
- f. Mending Clothes
- g. Changing Light Bulbs
- h. Dusting/Vacuuming
- i. Assistance with budgeting and paying bills (this activity requires pre-authorization by the Program Accountability Supervisor or CARES CEO)

<u>Note:</u> CARES does not provide minor home repairs and/or client transportation under Homemaker but satisfies these needs through the CARES Chore Program and the Pasco County Transportation Department under OAA and other funding sources.

The Homemaker will follow exactly the prescribed tasks on the service plan and will complete the electronic Homemaker Time Slip/Services Activities sheet for each client encounter, which must be signed by the client or responsible party after completion of all homemaking tasks. A unit of homemaker service is one worker hour.

Travel time in the performance of essential errands (e.g. shopping, paying bills, etc.) can be counted. CARES will maintain records and prepare reports as required by the DOEA or the AAAPP.

Additionally, in order to increase program revenues to serve more eligible residents, each participant will be offered a free and voluntary opportunity to contribute to the cost of his/her service. No participant will be denied service if they elect not to donate to the cost of their service. Likewise, CARES will seek voluntary contributions and/or supplies from the business community and volunteer assistance from Pasco County residents in order to support the Homemaker Program goals.

III.A.3. EXPLANATION/OUTLINE OF PROPOSED STAFFING

Title	FTE or PTE	Responsibilities
President-CEO (Administrative rate of 5.9%)	FTE	Oversees the integrity and financial responsibility of the programs. Conducts outreach activities. Write additional grant request (United Way and others) to augment the OAA grants.
Chief Financial Officer (Administrative rate of 5.9%)	FTE	Oversees the financial accuracy in the areas of budgeting, monthly reporting to the AAAPP, AP and AR, payroll, and provide direct supervision to the IT Administrator and the Accounting supervisor.
Chief Operating Officer (Administrative rate of 5.9%)	FTE	Oversees operational aspects ensuring program fidelity and integrity. Provide direct supervision to the Program Accountability Supervisor.
Human Resource Coordinator (Administrative rate of 5.9%)	FTE	Responsible for maintaining personnel records, general orientation for new staff, benefits reconciliation, coordination of specific trainings and worker compensation liaison activities.
Receptionist (Administrative rate of 5.9%)	FTE	Responsible for answering and routing incoming calls.
Finance Assistant/Payroll Administrator (Administrative rate of 5.9%)	FTE	Responsible for AP and AR, payroll related activities, tracking of OAA donations from clients.
IT Administrator (Administrative rate of 5.9%)	FTE	Responsible for the maintenance and proper functioning of CARES computer systems and programs.
Administrative Director (Administrative rate of 5.9%)	FTE	Responsible for the primary secretarial duties for CARES President-CEO and the Board of Directors.
Programs Accountability Supervisor	FTE	Provides direct supervision for all administrative staff working under the OAA and LSP Grants. Complete monthly surplusdeficit reports. Responsible for the completion and submission of monthly and quarterly outreach reports. Responsible for the tracking of OAA and LSP spending. Responsible for the monitoring of OAA and LSP needs and trends in services. Responsible for maintaining and keeping OAA waiting list.

Program Coordinator/	FTE (2)	Responsible for completing home visits with
Screening & Assessment	PTE (2)	the purpose of conducting initial and annual
Specialists		assessment with the clients for the Homemaker
		service. Responsible for the overall completion
		of intakes, scheduling, CIRTS data entry and
		other clerical activities associated with the
		Homemaker services. Responsible for ensuring
		that Client Satisfaction Surveys are mailed to
		the clients on a monthly basis following
		service delivery.
Homemaker Workers	FTE &	Responsible for the delivery of quality direct
	PTE	services to the clients.

CARES employees 20+ Homemakers in both full time and part time positions. These Homemakers are geography located through-out the county to allow for efficient service scheduling.

Subcontractors/1099 Personnel:

CARES does not subcontract for Homemaker Services.

III.A.4. CURRENT / PROPOSED JOB DESCRIPTIONS, QUALIFICATIONS AND TRAINING

Level of Professionalism/Training

CARES Community Care Management Department benefits from both the educational and professional experience of its staff as the following list will indicate:

		Experience in the
Position	Qualifications	Social Services Field
President- CEO	BS – Management & MPA-master's in public administration	30 years
Chief Financial Officer - CFO	BS/BA – Accounting MBA & CMA	40+ years
Chief Operations Officer	BS – Organizational Communications/Development	27 years
Program Director	BA – History MAT in progress	30+ years
Case Manager/QA Supervisor	BSW	12 years
Programs Accountability Supervisor	AA-Finance – AS-Business BFA-Communications	15 ½ years
Program Coordinator – West	High School Graduate High School Graduate	4+ years 13 years
Program Coordinator East		>
Screening & Assessment Specialist	High School Graduate	4+ years
Homemaker Workers	High School Graduate	7+ years (average)

Training

There is a direct correlation between effective service delivery and training. To that end, all Homemaker Department personnel undergo pre-service training as well as one-on-one training with his or her immediate supervisor or senior Homemaker worker. Additionally, all Homemaker Department staff are required to attend mandated in-services indicated within CARES annual training program.

All CARES' staff providing direct or indirect care/services to clients are provided on-going training at both formal seminars and monthly staff meetings including the following topics:

- a. Overview of the Aging Process
- b. Overview of the Aging Network: ADRC, DCFS, AHCA, DOEA, and Local Social Services Agencies and Resources

- c. Client Confidentiality and HIPAA Guidelines and Procedures
- d. Communication and Interviewing Techniques
- e. Observation of Abuse, Neglect or Exploitation DCFS/APS Guidelines and Procedures
- f. Overview of DOEA Required Documents and Assessment Forms
- g. Clients' Case Record Maintenance and Requirements
- h. Basic Concepts of Aging and Alzheimer Disease
- i. Basic Infection Control Procedures and Communicable Diseases
- i. Universal Precautions
- k. Computer Training CIRTS, ARTT and Microsoft Software/Database Systems
- 1. Continuity of the Case Management through to care continuum when consumers move from one program to another (e.g., CCE to Managed Care Programs).

CARES make every effort to follow all State and Federal Labor Laws and it is for that reason that since August 1, 2010, all existing and new employees whose jobs involve working with vulnerable adults and senior citizens are required to successfully pass the Level 2 Background Screening. All staff members are informed that the Level 2 Background Screening includes live scan fingerprinting along with the completion of the Direct Service Provider Attestation Form, the Background Screening Appointment Form and the Affidavit of Good Moral Character. Level 2 Background Screening is renewal every five (5) years.

Each employee must attest, subject to penalty of perjury, to meeting the requirements for qualifying for employment pursuant to background screening standards set forth in Chapter 435 and section 430.0402, Florida Statutes, and must agree to inform CARES immediately if arrested for any of the disqualifying offenses listed in those statutes while employed by CARES.

Attachment V Current Job Descriptions

III.A.5. COST EFFICIENCY AND PROGRAM EFFECTIVENESS PLAN.

CARES has been serving the needs of the elderly and disabled residents of Pasco County for 46 years as the Lead Agency through grant funding from the Department of Elder Affairs and the Area Agency on Aging of Pasco and Pinellas, Inc., Department of Children and Families Services, Pasco County CDBG and United Way of Pasco County.

As DOEA/AAAPP's Lead Agency in Pasco County, CARES will provide individualized screening and assessment services with a collaborative, multi-step process designed to identify needs and ensure timely access to, and coordination of needed supportive services. The Homemaker Unit team will provide intake and assessment and home and community-based services to frail elders in Pasco County to assist them with maintaining their autonomy and independence in their home and/or community.

CARES has the ability to accept referrals and provide services on a countywide basis through an experienced team of professionals including our Screening and

Assessment Specialists (these staff members are responsible for the completion of the DOEA Assessment for all OAA Homemaking and Chore clients), Homemakers, HHAs and other support staff members who have the experience and knowledge of available community resources and program guidelines and procedures.

The Homemaker Department is managed by the Program Accountability Supervisor under the supervision of the Chief Operations Officer with the ability to be contacted on a 24-hour basis via a designated cell phone line.

The Homemaker Department is an integral part of the continuum of care (OAA, LSP, ADI, CCE and HCE) within CARES. From the assignment of the initial referral/APCL consumer, the Screening and Assessment Specialist or the Case Manager serves to promote cooperation, coordination, and facilitation of the consumer's care along each step. Screening and Assessment Specialists serve as facilitators along the continuum of care, ensuring efficient and collaborative utilization of service resources while maintaining favorable outcomes and quality care. From the initial consumer referral/request, The Homemaker Department staff act in accordance with the mission of CARES Homemaker Program, which is to provide quality Homemaker services to enable consumers to remain in their homes in a clean and safe environment.

Goals of CARES Homemaker Department:

- a. Provide cost effective service that meets DOEA outcomes and ensures quality service delivery.
- b. Complete an accurate assessment of the consumer's physical and psychosocial needs and problems.
- c. Optimize efficiency and effectiveness of the consumer's request by developing a Homemaker Service Plan that meets the consumers' needs in a timely manner.
- d. Evaluate service provision and consumer satisfaction.
- e. Ensure that consumers are receiving appropriate levels of Homemaker Service.

The Program Coordinator and Homemaker Coordinator follow these seven general steps to ensure proper delivery of Homemaker services.

- a. Client Assessment and Completion of AAAPP Prioritization Form
- b. Completion of Homemaker Care Plan/Service Order Form
- c. Completing of Service Request form to forward to CARES Home Health Department
- d. Follow- up with CARES Home Health Department to ensure the start of service
- e. Case Record Recording/Reporting
- f. Quality Assurance
- g. Case Record Closure

Program Effectiveness Plan:

The effectiveness of Homemaker services can be measured through client satisfaction with the service and the achievement of positive outcomes. To evaluate service satisfaction each month CARES mails Client Service Satisfaction questionnaires to a random number of clients. Additionally, the Department of Elder Affairs has developed a specific set of outcome measures upon which desired results can be evaluated. The ability to attain desired outcomes relating to ADLs and IADLs can be problematic since deteriorating medical conditions are often outside of the realm of Homemaker services. The DOEA outcome measures provide a foundation upon which the effectiveness of Homemaker services can be evaluated. The following are domains in CARES Homemaker Department which are integral in achieving effectiveness.

Organizational characteristics necessary to provide quality Homemaker services are:

- a. Level of Professionalism/Training
- b. Organizational capacity to provide Homemaker services
- c. Staffing/Wages and Benefits
- d. Process and Procedures to meet DOEA Guidelines
- e. Outcome/Evaluation

Organizational capacity to provide OAA Homemaking:

The following is a broad overview/outline of distinct divisions within CARES. All divisions/structures within the organization play a critical role in meeting staffing, financial, and reporting requirements.

Each major program area has a department director reporting to the President/Chief Executive Officer or Chief Operations Officer. Each department director assures that the fiscal, care management, home health, and support services operational goals are attained. CARES obtains an annual agency-wide financial and compliance audit. The fiscal operation is centralized under the direction of the Chief Financial Officer.

President/Chief Executive Officer

The President/Chief Executive Officer has overall responsibility for the operation of CARES and is accountable to the Board of Directors. She has been employed by CARES since December 2015. She has a Masters' Degree in Public Administration with Public and Nonfor-Profit Business concentration. Additionally, she has worked both in the aging and social work area for over twenty-nine years with the last twenty-five years managing DOEA Programs in Florida.

On January 2018, Jemith also earned a certification as an Adult Day Care Alzheimer's Disease and Related Disorders Trainer from the University of South Florida and the Florida Policy Exchange Center on Aging. On 2013, Jemith earned her accreditation from the Florida Department of Elder Affairs and the University of South Florida as an Administrator of an Assisted Living Facility.

Furthermore, Jemith has also completed over 200 hours of continuing professional education credits over the course of the past five years from the Center for Professional Development at the Florida State University – Elder Leadership Institute and the University of Miami School of Medicine. Jemith has served on several committees for the Florida Association of Service Providers (FASP), the Florida Council on Aging (FCOA), Pasco Aging Network (PAN), Florida Association of Free and Charitable Clinics (FAFCC), Home Care Association of Florida (HCAF), American Society for Public Administration (ASPA) and several civic and community groups including the The Concourse and the Rotary Club.

Chief Financial Officer

The Chief Financial Officer has been employed by CARES since October 2018 and has over forty years related experience in the grant management/accounting disciplines. He is responsible for the compilation and submission of all financial reports and payments requests made to the Area Agency on Aging of Pasco-Pinellas, Inc., for our federal and state funded programs. Prior to submission of these reports or requests, verification of billed units and data are made by personnel in the Community Care/Case Management Department with final approval from the Programs Accountability Supervisor.

The Chief Financial Officer oversees fiscal staff who handles all state and federal grants. Additionally, the Accounting Supervisor, the Billing Specialist, and the IT Administrator are under the direction of the Fiscal Department. He has a hands-on supervisory approach to overseeing all aspects of the CARES financial status. He has experience implementing systems and building out sophisticated and flexible reporting capabilities as well as putting controls, processes and procedures in place to support the company as it scales. He is the point of contact for external auditors, and governmental and regulatory agencies.

He has a <u>hands-on</u> supervisory approach to overseeing all aspects of the company. He has experience implementing systems and building out sophisticated and flexible reporting capabilities as well as putting controls, processes and procedures in place to support the company as it scales. He is the point of contact for external auditors, and governmental and regulatory agencies.

Chief Operating Officer

The Chief Operating Officer brings over 25 years of experience in health care and non-profit management. She has knowledge and experience with Department of Elder Affairs funded programs having been employed for fifteen years at an Area Agency on Aging. The Chief Operating Officer is responsible for the oversight and coordination of the Care Management Departments which includes the Homemaking Department. She is responsible for efficient and effective departmental operations and as well as ensuring regulatory, contractual and agency requirements are met.

Homemaking Department / Care Management Department

The organizational capacity of CARES Homemaking Department a sub-department of CARES Care Management Department relates to the experience of the CARES personnel whose day to day responsibilities relate directly or indirectly to it.

The Programs Accountability Supervisor has been with CARES since 2017 and functions as the Contract Manager for CARES' OAA Programs, VA, MCO and Private Pay programs. As such, she is the Contract Manager for CARES' OAA Homemaker, Chore and Adult Day Care Programs. She assures that the programs and personnel are in compliance with the Policies and Procedures established by the Department of Elder Affairs, the Area agency on Aging of Pasco-Pinellas, Inc., and CARES.

The daily supervision of the CARES Homemaking Department's West Pasco site is under the Homemaking Program Coordinator who has been employed with CARES for the last four years. The daily supervision of the Homemaking Department East Pasco site is by the Intake/Clerk who has been employed by CARES for over 13 years.

Screening & Assessment Specialist, West Pasco site and Program Coordinator, East Pasco site, are responsible for the assessment and re-assessment of homemaking clients and are the primary program and resource liaisons for homemaking clients. The Screening & Assessment Specialist, West Pasco, has been employed with CARES for one year. Homemaking Department Program Coordinator and Intake/Clerks ensure participant eligibility, service coordination, and adherence to program goals and objectives. Program Coordinator and Intake/Clerks also assist with service coordination, service monitoring, reconciliation, etc.

The Project Supervisor meets regularly with the Program Coordinator and Intake/Clerks to discuss issues of the Homemaking Department and participate in planning, developing and coordinating Homemaker Department goals, objectives and strategic plans.

Reporting and data entry in CIRTS is conducted at the CARES Administrative Office in Hudson, FL. CARES CIRTS data entry workers have established an excellent working relationship with the Area Agency on Aging of Pasco-Pinellas Data Management personnel. CARES CIRTS data entry workers are responsible for entering all client specific data in CIRTS, received service data and for report queries, as well as, reconciliation of programmatic data and work closely with CARES Fiscal Department.

III.A.6. DOCUMENTATION OF EFFECTIVE MANAGEMENT / SERVICE QUALITY.

Attachments VI

- a. DOEA 2020 Adult Care Food Program Monitoring
- b. ACHA 2019 ADCs Monitoring
- c. Department of Veterans Affairs VA 2019 Monitoring
- d. ACHA 2019 Home Care Agency Monitoring (Survey Visit)
- e. ACHA 2019 Home and Community-Based Monitoring

Attachment VII

- a. Pasco County Senior Services Letter of Support
- b. Mike Fasano Pasco County Tax Collector Letter of Support
- c. Seniors in Service Letter of Support

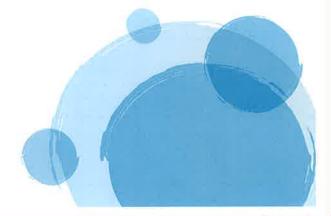
IV.A. TRANSITION PLAN

CARES is a current Older Americans Act provider therefore no "Transition Plan" is required.



Audited Financial Statement

Attachment VIII



I.B.2 CERTIFICATION OF 30 DAYS OPERATING FUNDS

Community Aging & Retirement Services, Inc., dba CARES, typically has 60-days minimum operating reserve in comparison to the total Lead Agency program budget.

CARES also has access to a \$250,000 working capital line of credit with CenterState Bank.

I certify that CARES meets the 30-day minimum operating funds requirement.

lemith Rosa, President/CEO

Attest - Michael Neumann, CFO

Dute

Date

I.B.3 STATEMENT OF NO INVOLVEMENT

I, <u>Jemith Rosa</u>, as an authorized representative of Community Aging and Retirement Services, Inc., certify that no member of firm nor any person having interest in this firm has been awarded a contract by the Department of Elder Affairs or Area Agency on Aging on a noncompetitive basis to:

1) develop this Request for Proposals;

2) perform a feasibility study concerning the scope of work contained in this RFP; or

3) develop a program similar to what is contained in this RFP.

Authorized Representative

7/1/2020 Date

REQUEST FOR PROPOSAL AND CONTRACT TERMS AND CONDITIONS

I, <u>Jemith Rosa</u>, as an authorized representative of Community Aging and Retirement Services, Inc., certify that, if selected as the successful applicant, this agency/firm agrees to all the terms and conditions set forth in the Request for Proposal and contract.

Authorized Representative

Mate Date

FLORIDA DEPARTMENT OF ELDER AFFAIRS
SIMPLIFIED UNIT COST METHODOLOGY
PERSONNEL COSTS WORKSHEET
BUDGET YEAR. Desember 31, 2021
RECIPIENT NAME: Community Aging & Relifement Sevices, Inc doe CARES

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FLORIDA DEPARTMENT OF ELDER AFFAIRS
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RECIPIENT NAME: Community Aging & Religement Sevices, Inc dba CARES

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FLORIDA DEPARTMENT OF ELDER AFFAIRS SIMPLIFIED UNIT COST METHODOLOGY PERSONNEL COSTS WORKSHEET BUDGET YEAR. December 31, 2021

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		WAGE %	(K. 41)61-62636 (B.14)8-19	OK KOKOROWA KOM	**************************************	000000000000000000000000000000000000000	00.0000 00 00 E	618130-36-3 - NOE - 6130-0516-4 - 30-06 - 6100-16	00000000 0000 0000 000000 000 00	**************************************
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348	(11) mpanionshi	HRUNIT	271.2	29.3	18.9 14.3 24.7	<u> </u>		27.0 45.5 67.6 77.5 77.5 77.5 77.5 77.5	13.0 13.0	33.2 33.2 42.9
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356	ore (Enhance	ROUNIT	*****	907	4		* * * * * * * *			6.1
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						• •	14			
394	(n) Chore	HRJUNIT	1,508.0		2712	1,408,0	1,808.0	8.68		
394	(n) Chorw	% OF TIME HR/UNIT	100,00% 1,508.0		15.00% 271.2	100.00% 1,808.0	100.00% 1,808.0 2	20,00%	100.00%	70.00% 1,128.4
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390 394	(0) (n) (n) (n) Chore	WAGE %	37,440.00	8	3,515,20	100.00% 1,000.001	1,808.0 35,006.00 100,00% 1,808.0 2	33,032 00	33,280,00	70.00% 1,128.4
	Case Matagement Chore	WAGE %	1,808.0 37,440.00	470.1	235.0 3,515.20 1,356.0 15,600.00	100,00% 1,008.0	00,00% 1,908.0 35,006.00 100,00% 1,808.0 2	7,265,0	1,90e,0 45,7eo,00	70.00% 1,128.4
	(ii) (ii) (iii) Chore	% OF TIME HRUNIT COST "	100,005, 1,800,001	26.00% 470.1	13.00% 235.0 3,515.20 75,00% 1,356.0 15,600.00	100,00% 1,008.0	100.00%	70,00% 1,265,6 32,032,00	100,007, 1,800,00 (45,760,00)	20.000 20.000 20.000 20.000 21.000 21.000 20.0000 20.000 20.000 20.000 20.000 20.000 20.000 20.000 20.00
		PROPOSED WAGE " BUDGET % OF TIME HRUNIT COST TI	35,440.00 36,003.00 14,503.00 14,503.00 14,500.00 17,720.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,742.00 7,742.00	26.00% 470.1	13.00% 235.0 3,515.20 75,00% 1,356.0 15,600.00	100,00% 1,008.0	100.00%	7,265,0	100,007, 1,800,00 (45,760,00)	8, 190,000 10, 688,00 72, 100,000 16, 159,00 16, 159,00 16, 159,00 10, 28,00 10, 28,00 20, 250,00 3, 28,00 3, 28,00 3, 28,00 3, 28,00 3, 28,00 3, 28,00 3, 28,00 3, 28,00
990		PROPOSED WAGE " BUDGET % OF TIME HRUNIT COST TI	35,440.00 36,003.00 14,503.00 14,503.00 14,500.00 17,720.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,722.00 7,742.00 7,742.00	25,708.00 11,440.00 23,508.00 7,702.00 27,289.00 33,289.00 13,487.00 13,487.00	14,300,00 27,040,00 20,800,00 3,770,00 5,928,00 6,928,00 6,928,00	21,480.00 21,480.00 22,083.00 14,872.00 11,115.00 11,1780.00	20,800,00 35,006,00 22,880,00 22,165,00 15,305,00 3,120,00	70,00% 1,265,6 32,032,00	100,007, 1,800,00 (45,760,00)	8,190,00 10,886,00 72,100,00 16,189,00 16,189,00 16,589,00 16,589,00 170,00% 1,128.4 70,00% 1,128.4 1,128.4
390	ed by:	PROPOSED PROPOSED WAGE WAGE NOTHINE HRUNIT COST TI	34,440.00 36,056.00 14,508.00 14,508.00 14,300.00 7,722.00 7,740.00	25,708.00 11,444,50 22,566.00 7,702.00 27,289.00 32,280.00 1444,5 2	14,300,00 27,040,00 20,800,00 3,770,00 5,928,00 6,928,00 1,300,0 1,300	45.014.00 21.460.00 22.082.00 14.872.00 11.115.00 11.778.00	22 8800,00 35,006,00 22,880,00 22,165,00 15,506,00 31,206,00 31,206,00 31,000,00	24,380,00 5,385,00 45,780,00 10,520,00 10,520,00 10,520,00 11,520,00 14,508,00 14,508,00 14,508,00 14,508,00 1,000,	19,656,000 14,352,000 14,352,000 14,352,000 25,709,000 22,800,000 12,090,000 22,40,000 22,40,000 22,40,000 22,40,000 22,40,000 22,40,000 22,40,000 22,40,000 22,40,000 22,40,000 22,40,000 22,40,000 22,40,000 23,40,000 24,40,400 24,40,400 25,40,400 26,400 26,400	
990		CURTENT PROPOSED PROPOSED WAGE WAGE INCREASE BUDGET % OF TIME HRUNIT COST TI	36,008.00 10,008.00 14,508.00 14,508.00 14,508.00 14,702.00 17,722	25,708.00 11,444,50 22,566.00 7,702.00 27,289.00 32,280.00 1444,5 2	14,300,00 14,300,00 14,300,00 13,00%, 235,0 15,520 27,040,00 13,00%, 235,0 15,520 25,00 15,000,00 27,040,00 13,00%, 1,366,0 15,600,00 3,770,00 3,770,00 5,980,00 5,928,00 5,92	45.014.00 45.014.00 2.450.00 2.450.00 2.20.00 2.450.00 2.450.00 2.450.00 2.450.00 2.450.00 2.450.00 14.872.00 14.872.00 14.872.00 14.872.00 14.872.00 14.872.00 14.750	20,000,000 20,000,000 100,000% 20,000,000 20,000,000 20,000,000 20,000,00	24,990.00 24,990.00 45,790.00 45,790.00 45,770.00 47,770	18,555,00 19,555,00 10,00% 1,00,00% 1,000,00 19,555,00 10,00% 1,000,00 19,555,00 14,532,00 14,532,00 15,570,00 12,57	8,180.00 10,080.00 20,380.00 20,380.00 14,580.00 14,500.00 23,120.00 23,120.00 20,280.00 3,280.00 3,280.00
390		CURTENT PROPOSED PROPOSED WAGE WAGE INCREASE BUDGET % OF TIME HRUNIT COST TI	36,008.00 10,008.00 14,508.00 14,508.00 14,508.00 14,702.00 17,722	22,800.00 25,709.00 11,444,5 2 28,800.00 33,200.00 31,20	14,300,00 14,300,00 14,300,00 13,00%, 235,0 15,520 27,040,00 13,00%, 235,0 15,520 25,00 15,000,00 27,040,00 13,00%, 1,366,0 15,600,00 3,770,00 3,770,00 5,980,00 5,928,00 5,92	45.014.00 45.014.00 2.450.00 2.450.00 2.20.00 2.450.00 2.450.00 2.450.00 2.450.00 2.450.00 2.450.00 14.872.00 14.872.00 14.872.00 14.872.00 14.872.00 14.872.00 14.750	20,000,000 20,000,000 100,000% 20,000,000 20,000,000 20,000,000 20,000,00	alist 23,960.00 24,960.00 45,780.00 70,00% 1,265.6 22,022.00 10,200.00 10,200.00 10,200.00 10,200.00 10,200.00 10,200.00 10,200.00 10,200.00 10,200.00 11,20	18,555,00 19,555,00 10,00% 1,00,00% 1,000,00 19,555,00 10,00% 1,000,00 19,555,00 14,532,00 14,532,00 15,570,00 12,57	8,180.00 10,080.00 20,380.00 20,380.00 14,580.00 14,500.00 23,120.00 23,120.00 20,280.00 3,280.00 3,280.00
390		CURTENT PROPOSED PROPOSED WAGE WAGE INCREASE BUDGET % OF TIME HRUNIT COST TI	36,008.00 10,008.00 14,508.00 14,508.00 14,508.00 14,702.00 17,722	22,800.00 25,709.00 11,444,5 2 28,800.00 33,200.00 31,20	14,300,00 14,300,00 14,300,00 13,00%, 235,0 15,520 27,040,00 13,00%, 235,0 15,520 25,00 15,000,00 27,040,00 13,00%, 1,366,0 15,600,00 3,770,00 3,770,00 5,980,00 5,928,00 5,92	45.014.00 45.014.00 2.450.00 2.450.00 2.20.00 2.450.00 2.450.00 2.450.00 2.450.00 2.450.00 2.450.00 14.872.00 14.872.00 14.872.00 14.872.00 14.872.00 14.872.00 14.750	20,000,000 20,000,000 100,000% 20,000,000 20,000,000 20,000,000 20,000,00	alist 23,960.00 24,960.00 45,780.00 70,00% 1,265.6 22,022.00 10,200.00 10,200.00 10,200.00 10,200.00 10,200.00 10,200.00 10,200.00 10,200.00 10,200.00 11,20	18,555,00 19,555,00 10,00% 1,00,00% 1,000,00 19,555,00 10,00% 1,000,00 19,555,00 14,532,00 14,532,00 15,570,00 12,57	8,180.00 10,080.00 20,380.00 20,380.00 14,580.00 14,500.00 23,120.00 23,120.00 20,280.00 3,280.00 3,280.00
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		CURRENT PROPOSED PROPOSED PROPOSED PROPOSED WAGE NOTION DESCRIPTION WAGE INOREASE BUDGET % OF TIME HAUNIT COST TI	The Administrator The	Transmirrosas 25,708.00 25,708.00 COVE CPR-WIRE SET SET SET SET SET SET SET SET SET SE	CNTS Date Entry Specialist 27,040.00 14,300.00 14,300.00 15,300.00 15,300.00 15,300.00 15,300.00 15,300.00 15,300.00 17,300.00	45.014.00 4.45.00 4.45.00 4.45.00 4.45.00 4.00 4	Case Aide 2,860,00 2,260,00 100,00% Case Manneyer 35,006,00 32,006,00 100,00% Chort Worker 2,880,00 2,800,00 22,800,00 CAM Health & Wellmeas Educator 2,280,00 22,165,00 CAM HR Clerical Asst 15,000,00 3,120,00 CAM Accounting Supplementar 3,120,00 3,120,00 CAM Accounting Case Case Case Case Case Case Case Case	alist 23,960.00 24,960.00 45,780.00 70,00% 1,265.6 22,022.00 10,200.00 10,200.00 10,200.00 10,200.00 10,200.00 10,200.00 10,200.00 10,200.00 10,200.00 11,20	Care Maringree Care	Activity Coord (1907) CHA CHA CHA CHA CHA CHA CHA CH

FLORIDA DEPARTMENT OF ELDER AFFAIRS SIRPLIFIED UNT GOST METHODOLOGY PERSONNEL COSTS WORKSHEET BUDGET YEAR. December 31, 2021

WAGE	BUDGEI YEAK: December 31, 2021 RECIPIENT NAME: Community Aging & Retirement Sevices, Inc dba CARES	letirement Sevices, Inc	dba CARES			390		Š	394		356			348		351	_		323			324	
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FLORIDA DEPARTMENT OF ELDER AFFAIRS SIMPLIFED LUNT COST METHODOLGY PERSONNEL COSTS WORKSHEET BUDGET YEAR. DESEMBER 31, 2028 EIERPENT NAME: COMMUNITY AGING & RECIPIENT NAME: COMMUNITY AGING & RECIPIENT NAME: COMMUNITY AGING & RECIPIENT STATES.

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PLOCETY FARE. December 31, 2021 RECIPIENT NAME: Community Aging & Retirement Sevices, Inc dba CARES	g	POSIT	IT Administrator Dir.of Clinical Services Custodian Travel Coord	Homemak CNA	HH Office Mar HH Admin Asst	CNA	CNA Case Manager	ADC Cent Health&W CNA	CIKTS Data Entry Specialist Home Health Alde Travel Coord	RN Homemaker/Companions Homemaker/Companions HH Administrator CNA	Chore Pro Home Hee	Center Me Homemak Case Aide	Case Man Chore Wo Health & V	CNA HR Clerica Homemak Accounting	ADC Activity CoordWest Chore Scring & Assmt Specialist Homemaker/Companions Program Dir	Musururu Ctr Custodian Sarvice Coord's CNA	CINTS Da CNA Homemak	Elfers Cer. Homemak	Musunuru Homemak Homemak	Homemaker/Companions Case Manager Receptionist	CNA Homemak Canter Nu	Chore Worker Program Assist	nomecare Liner CNA Administrative Asst	CNA Homemaker/Companions Casa Manacer/OA Supervisor	CNA Activity Co	CNA CFO Health & Wellness Educator	Health & V	Fiscal Assl CNA Homemake	CNA Homemaker/Companions
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FLORIDA DEPARTMENT OF ELDER AFFAIRS	SIMPLIFIED UNIT COST METHODOLOGY	PERSONNEL COSTS WORKSHEET	BUDGET YEAR: December 31, 2021
SIMPLIFIED UNIT COST METHODOLOGY PERSONNEL COSTS WORKSHEET BUDGET YEAR December 31, 2021	PERSONNEL COSTS WORKSHEET BUDGET YEAR: December 31, 2021	BUDGET YEAR: Decamber 31, 2021	

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FLORIDA DEPARTMENT OF ELDER AFFAIRS
SIMPLIFIED UNIT COST METHODOLOGY
PERSONNELL COSTS WORKSHEET
BLOGGT YEAR: December 31, 2021
RECIPIENT NAME: Community Aging & Retirement, Sevices, Inc dba CARES

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Form Revised July 16, 2003	STAFF	Adebanio, O.	Alverez, K. Amoroso, A.	Anderson,F.	Ansley, Y.	Arrude,V.	Balsoma, L.	Bick, B. Bidwell, I.	Bloodgood, C.	Bost, K	Branciforte, N.	Brock,T.	Brown, M.	Вута,С.	Cain.D.	Chestam, L.	Cintron,D.	Coffaro,L	Curley,E.	Dalnoky, G.	Dearminger.M.	Devares,A.	Didlon,C.	Durkee, C.	Elliott,T.	Embry, J.	Ginlle C.	Godinez.C.	Goins, B. Golden, E.	Gomez.J.	Gullerte, A.	Harter, A. Haves, K.	Hendricks,R.	Hooke,A.	inclese A	Irwin.L.	Janacak, F. Johnson, A.	Klng,A	Lancaster, L.	Lavell,P. Lawrence,S.	Layton, G.	Linton, D	Marshall,D. Martilik,J.	Mathe, M.	Meyer, B.	Meyer, S. Minnelli, R.	Moore, E.	Muller,E. Neumann, M.	Parry, C.	Phillips, S.	Rankin.V	Robbins, S.	Robinson,A. Romen,J. Romero,L.

FLORIDA DEPARTMENT OF ELDER AFFAIRS
SIMPLIFED UNIT COST METHODOLOGY
PERSONNEL COSTS WORKSHEET
BUDGET YEAR. December 31, 2021
RECIPIENT NAME. Community Ading & Relitement Sevices, Inc dba CARES

PECSITION DESCRIPTION	al Care							
POSSITION DESCRIPTION: WAGES INCREASE PROPOSED PAOLICE TAKE HAZUNIT PROPOSED PROPOSED PAOLICE TAKE HAZUNIT PAOLICE		Respite (In-Home)	(0)	Non-DOEA Services & Activities	as & Activities	Fundralsing & Unallowable Activities	owable Activi	12
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IRS (II) (II) (II) (II) (II) (II) (II) (II		Retirement		Proposed Increase/ Decrease	15.7%	12.5%	-15.8%	2.0%	3.8%	14.9%	-28.3%	-11.8%	17.6%	-100.0%	-15.7%	60.0	15.7%	%0.0	382.1%	19.7%	4.6%	8CO.O			ľ								
IRS each)		December 31, 2021 Community Aging &		Prior Year Historical Costs	2.095.793.00	365,192.00	45,481.00	6,012.00	68,801.00	30,993.00	20,769.00	51,403.00	55,992.00	9,839.00	46,748.00	00.046,0	46,107.45	6,550.37	9,876.00	25,818.00	111,699.00	379.857.18	3,503,257.00	,000/per contract)			22	SK.					
O	DA DEPARTMENT OF ELDER AFFAIRS FIED UNIT COST METHODOLOGY			LINEITEMEXPENSES			:	tion/Training	iunications & Postage s	g & Supplies	ising	nce	enance & Repair	nent(non-capitalized less than \$1000 each) อโกลว์[คกร/ กลว]/ก.เล่เ+	optional recovery (\$45,000) (rehab)					am Supplies	clation 3 Food Supplies for ADC		L ALLOWABLE COSTS	e Subcontract Allowance (manually input \$25,0 e Subcontract Adjustment	cate Management & General Costs	Modified Direct Costs	cate Facilities & Maintenance (Space) costs	e Footage Occupied	L COSTS BY SERVICE	ted In-Kind Valuation Costs Less In-Kind by Service	er of Billing Units (estimated)	COST (Actual Cost)	Contract Sans

434,942.18 **91,184.00** 8,580.00 6,550.00 1,675.75 5,280.00 23.69 1,320.00 672.00 119,487.83 22,393 3,000.00 5,945.00 5,945.00 9,449.44 26,445.00 6,550.00 94,982,00 812,813.20 812,813.20 Homemaker 598,343,37 591,793.37 341 (23) Better Balance 48,692.06 1,624,71 4,536.00 900.00 696.00 5,849.74 3,338.00 400.00 6,143,26 3,240.00 510.26 717.00 43,998.45 26 41,831.80 77.2.77 IIID Tai Chi-Moving for 329 (28) 4,593.82 1,500.00 120.00 6,969.82 8,948.84 968.89 7,979.95 2,180,00 156.00 600.00 Living Every 2,237.21 IIID Active Day 328 (27) 5,257.89 8,777.34 880.11 7,891.23 1,980.24 Eating Every 90.00 717.00 800.00 6,609,89 2,192.84 6,609,89 IIID Healthy Day 325 (28) 24,994.23 2,126.10 22,868.13 645.82 13,908.32 2,460.00 60.00 228.00 3,820.91 ၉ IIID Matter of 3,800.00 20,456.32 717.00 833.14 20,456,32 Balance 327 (25) IIID Chronic Pain Self Mgt. 30,734.18 3,070.15 27,664.03 1,973.67 15,907.15 3,888.00 300.00 417.68 717.00 4 25,647.15 1,934.32 3,200.00 25,647.15 Program 326 (24) 13,845.05 3,492.00 240.00 25,209.58 2,543.12 22,666.46 1,525.87 312.00 3,803,53 717.00 5 20,689.05 IIID Diabetes 20,689,05 2,800.00 Self Mgt. Program 324 (23) 31,259.50 3,117.69 28,141.81 2,345,15 2,784.00 264.00 5,296.17 717.00 12 Mgt. Program 2,800.00 25,246.33 Disease Self 25,246.33 IIID Chronic 323 (22) Community Aging & Retirement Sevices, Inc dba 38,386.00 6,135.00 71,436.00 68,940.00 35,618.00 14,892.00 45,288.00 65,820.00 106,599.00 52,322.00 379,266.00 2,425,536.00 410,892.00 39,400.00 5,945.00 **Budget Totals** 53,362.00 6,550.00 47,615.00 30,898.00 904,900.00 current rates Increase/ -100.0% 382.1% -15.6% 14.9% -28.3% -11.9% -15.7% 15.7% 19.7% 2.0% 3.8% 1.3% 17.6% %0.0 0.0% 2,095,793.00 365,192.00 45,481.00 68,801.00 68,050.00 30,993.00 20,769.00 51,403.00 55,992.00 52,331.00 379,857.18 6,012.00 9,839.00 46,748.00 5,945.00 46,107.45 9,876.00 25,818.00 ,503,257.00 6,550.37 111,699.00 December 31, 2021 Historical Costs Service Subcontract Allowance (manually input \$25,000/per contract) Reallocate Facilities & Maintenance (Space) costs UNIT RATE (Actual Cost LESS In-Kind Support) Equipment(non-capitalized less than \$1000 each) (\$75,000) (\$0) (PEOPLE - payroll) (\$0) (Gorzycki - Lee) (\$0) (misc other) SIMPLIFIED UNIT COST METHODOLOGY Reallocate Management & General Costs (\$15,000) (rehab) Total Costs Less In-Kind by Service LINE ITEM BUDGET PROJECTIONS LINE ITEM EXPENSES Number of Billing Units (estimated) Service Subcontract Adjustment Food & Food Supplies for ADC TOTAL ALLOWABLE COSTS TOTAL COSTS BY SERVICE Professional fees/Legal/Audit Education/Training Communications & Postage **Total Modified Direct Costs** Budgeted In-Kind Valuation UNIT COST (Actual Cost) Square Footage Occupied Maintenance & Repair orm Revised July 18, 2003 RECIPIENT NAME: Printing & Supplies Sub-contractors #1 Sub-contractors #2 Sub-contractors #3 Sub-contractors #4 Sub-contractors #5 Program Supplies BUDGET YEAR: Depreciation Advertising Insurance Utilities Fringe Travel

FLORIDA DEPARTMENT OF ELDER AFFAIRS

			Charle for	Total Costs	OF 60	b	20	OII ((E 6	. (6	(II)	6 30	6 00	х	©I	9 1. 3	Da (5)	(0)	6 6	K)	r r												
			Fundraising &	_			()	. //	275.00	2,700.00))) -)	8 8		*	ě	9	9			•)	40,850.00		8	0.00	40,850.00			40,850.00	40,850.00	n/a		n/a	n/a
			Non-DOEA	Activities	298,139.56	2,640.00	1,200.00	63,480.00	25,949.00	11,520.00	45,288.00	0000	6,700.00		<u>(4)</u>	12,309.99	28 323 81	20,020,02	106,423.32	8,337.00	1,084,850.68	*	0.00	81,905.25	1,084,850.68	(360,345.00)		806,410.93	806,410.93	n/a	a	nua	n/a
			Tetral D	Costs	1,676,268.44	34,596.00	3,495.00	2,556.00	6,778.00	672.00	1 560 00	2000	30	5,945.00	¥	38,993.37	6,550.00	30.898.00	U	43,985.00	2,236,787.64												
)	343	(53)	Resnite (In.	Home)	170,026.93	60.00	1	Î li	48.00	٠	E I	2.8	8	(*)	•	7,018.09		1		Ď	225,013.02	8	*	46,710.00	225,013.02	20,580.00		292,303.02	292,303.02	11,643	A D E 44	20.00	25.11
	342	(43)		Personal Care	58,121.41	792.00	¥	1 0	48.00	00010	E (8 ¥	s wa	ř	*	2,690.29	437363	e e	(00)	1100	79,721.33	æ	æ	15,967.18	79,721.33	24,713.00		120,401.51	120,401.51	3,234	47.43	20:00	37.23
	Sevices, Inc dba		Pronosed	S	2,425,536.00	38,386.00	6,135.00	71,436.00	35,618.00	14,892.00	45,288.00 65,820,00		39,400.00	5,945.00		53,362.00	6,550.00	30.898.00	106,599.00	52,322.00	3,904,900.00			v								ourrent rates -	
	Retirement		Proposed Increase/	Decrease	15.7%	-15.6%	2.0%	3.0%	14.9%	-28.3%	-11.9%	-100.0%	-15.7%	0.0%		15.7%	382 1%	19.7%	4.6%	0.0%	-0.2%												
	December 31, 2021 Community Aging & Retirement Sevices, Inc dba		Prior Year	Historical Costs	2,095,793.00	45,481.00	6,012.00	68,601.00	30,993.00	20,769.00	55.992.00	9,839.00	46,748.00	5,945.00	!	46,107.45	9,950.37	25,818.00	111,699.00	52,331.00	3,503,257.00	input \$25,000/per contract)				S							
FLORIDA DEPARTMENT OF ELDER AFFAIRS SIMPLIFIED UNIT GOST METHODOLOGY INDELTEM DILICET DECITIONS		Form Revised July 18, 2003		LINE ITEM EXPENSES	Wages Fringe	Travel	Education/Training	Communications & Postage	Cultudes Printing & Supplies	Advertising	Insurance Maintenance & Repair	Equipment(non-capitalized less than \$1000 each)	Professional fees/Legal/Audit	Sub-contractors #1 (\$15,000) (rehab)	_	Sub-contractors #3 (\$0) (PEOPLE - payroll)	Sub-contractors #4 (\$0) (Gotzycki = Lee) Sub-contractors #5 (\$0) (misc other)		Depreciation	Food & Food Supplies for ADC	TOTAL ALLOWABLE COSTS	manually	Service Subcontract Adjustment	Reallocate Management & General Costs	Total Modified Direct Costs	Reallocate Facilities & Maintenance (Space) costs	Square Footage Occupied	TOTAL COSTS BY SERVICE	budgeted in Alian Valuation Total Costs Less In-Kind by Service	Number of Billing Units (estimated)	HMT COST (Actual Cost)	Section (Section Cook)	UNIT RATE (Actual Cost LESS In-Kind Support)

PSA

County Name: Pasco

Fiscal period: Jan 1, 2021 to Dec 31, 2021 Provider Name: Community Aging & Retirement Services, Inc.d/b/a CARES

ORIGINAL DATE: REVISED DATE: REVISION NUMBER:

6/30/2020

REVISION NUMBER: III.B.2 SUPPORTING BUDGET SCHEDULE - Unit Cost

Unit Cost Schedule

* (Indicate all DOEA funding sources applicable to your agency)

| Funding Source | (x) ADI | (x) Title III B | (x) ADI | (x) CCE | () Title III C2 | () Elderly Meals | (x) Title III D | (x) HCE | (x) Title III E | (x) LSP | (x) Title III E | (x) LSP | (x) Title III E | (x) LSP | (x) Title III E | (x) LSP | (x) MW

x) Contracted Services

0.00 3,070.15 3,070.15 3,070.15 Pain Self Program 30,734.18 2,195.30 22,666.46 27,664.03 1,976.00 Chronic Mgt. 326 7 22,666.46 2 2,543.12 25,209.58 3 1,511.10 2,543.12 2,543.12 1,680.64 0.00 Program Self Mgt. Diabetes 324 (23) 5 28,141.81 3,117.69 31,259.50 0.0 2,345.15 Mgt. Program 2,604.96 3,117.69 3,117.69 28,141.81 Disease Self IIID Chronic 323 (22) 72 0.00 0.00 0.00 0.00 0.00 0.00 Escort (18)351 27,390.29 42,842.08 0.00 27,390.29 42,842.08 39.85 0.00 39.85 0.00 27,390.29 42,842.08 Compani onship 1,075 348 (10) 0.00 57.54 (Enhanced) 57.54 0.00 Chore 356 476 (6) 509,184.20 210,716.94 15,000.00 524,184.20 210,716.94 0.00 52.15 58.21 1,385.00 16,944.56 425,594.00 188,772.38 15,559.56 5,000.00 Chore 3,620 394 (8) 68.52 8,800.00 81,105.00 55.63 Management 57,305.00 14,884.00 0.0 15,000.00 2,601.20 7,650 Case 390 (9) 44.56 0.00 37.49 608,416.70 212,377.74 22,583.67 5,000.00 5,000.00 25,745.00 217,377.74 2,380.00 182,878.14 30,745.00 1,374.60 Case Aid 4,878 393 (2) 20.78 0.00 631,000.37 27,638.67 19.87 Adult Day 5,055.00 22,583.67 603,361.70 30,368 Care 334 Ê 2,997,655.73 59,983.34 3,057,639.07 51,496.56 195,914.90 2,835,484.37 22,264.00 0.00 84,435.00 (Service Reference) 3,975.80 SERVICES 85,443 n/a n/a Less Other Non-Matching Cash & Co-payments 6. Less Program Income Used as Match Adjusted Cost Per Unit of Service 2.(a) Total Cost Per Unit of Service Total Budgeted Cash Costs
 (a) Add Inkind Cost
 (b) Total Budgeted Costs Adjusted Budgeted Costs Less Program Income 2. Total Budgeted Units Form Revised July 18, 2003 DESCRIPTION 5. Less Inkind Match 4. Less Cash Match Sub-Total Match: 3. Less USDA 10.

160

160

120

2

25

29

396

436

425

63

2,926

12. Estimated Number of UNDUPLICATED Clients

PSA County Name: Pasco Fiscal period: Jan 1, 2021 to Dec 31, 2021 Provider Name: Community Aging & Retirement Services,

ORIGINAL DATE: REVISED DATE: REVISION NUMBER:

6/30/2020

III.B.2 SUPPORTING BUDGET SCHEDULE - Unit Cost * (Indicate all DOEA funding sources applicable to your:

(illustrate all DOEA luiluilly soulces applicable to your	_						
Funding Source							
	327	325	328	329	341	342	343
Form Revised July 18, 2003	(25)	(26)	(27)	(28)	(29)	(43)	(53)
DESCRIPTION	IIID Matter of Balance	IIID Healthy Eating Every Day	IIID Active Living Every Day	IIID Tai Chi- Moving for Better Balance	Homemaker	Personal Care	Respite (In Home)
1, Total Budgeted Cash Costs 1, (a) Add Inkind Cost	22,868.13	7,891.23	7,979.95	43,998.45	812,813.20	120,401.51	292,303.02
1. (b) Total Budgeted Costs	24,994.23	00	8,948.84	4	812,813.20	120,401.51 292,303.02	292,303,02
2. Total Budgeted Units	30	4	4	26	22,393	3,234	11,643
2.(a) Total Cost Per Unit of Service	833.14	2,192.84	2,237.21	1,872.77	36.30	37.23	25.11
3. Less USDA	0.00	00.00	00.00	0.00	00.00	00.00	0.00
4. Less Cash Match					22,082.00		
5. Less Inkind Match	2,126.10	880.11	968.89	4,693.61			
6. Less Program Income Used as Match							
Sub-Total Match:	2,126.10	880.11	968.89	4,693.61	22,082.00	0.00	0.00
7. Less Program Income							
8. Less Other Non-Matching Cash & Co-payments							
9. Adjusted Budgeted Costs	22,868.13	7,891.23	7,979.95	43,998.45	790,731.20	120,401.51 292,303.02	292,303.02
10. Adjusted Cost Per Unit of Service	762.27	1,972.81	1,994.99	1,692.25	35.31	37.23	25.11
12, Estimated Number of UNDUPLICATED Clients	240	10	50	176	345	180	82

PSA 5

County Name: Pasco

Fiscal period: Jan 1, 2021 to Dec 31, 2021

Provider Name: Community Aging & Retirement Services, Inc.d/b/a CARES

OAA - III-B

3% rate increase - In order

ORIGINAL DATE: REVISED DATE:

6/30/2020

Initial Submission to hire and retain EE's, pay

rates were adjusted closer to local market rates.

REVISION NUMBER:

This rate increase is also needed to cover the annual COL adjmnt for fringe benefits and other costs. Pay increases occurred in 2019.

III.B.3 SUPPORTING BUDGET SCHEDULE BY PROGRAM ACTIVITY

* (Indicate all DOEA funding sources applicable to your agency)

Funding Source	Funding Source
(X) Title III B	() ADI
() Title III C1	() CCE
() Title III C2	() Elderly Meals
() Title III D	() HCE
() Title III E	() LSP
() Title III F	() MW
() Contracted Services	

341

(29)

Form Revised July 18, 2003

(Service Reference)

194,592.38

PSA 5

County Name: Pasco

Fiscal period: Jan 1, 2021 to Jun 30, 2021 -and- Jul 1, 2021 to Jun 30, 2022 Provider Name: Community Aging & Retirement Services, Inc.d/b/a CARES

LSP - III-B

ORIGINAL I	DATE
------------	------

6/30/2020

Initial Submission

REVISED DATE: REVISION NUMBER:

3% rate increase - In order to hire and retain EE's, pay rates were adjusted closer to local market rates.

341

III.B.3 SUPPORTING BUDGET SCHEDULE BY PROGRAM ACTIVITY

* (Indicate all DOEA funding sources applicable to your agency)

Funding Source	Funding Source
() Title III B	() ADI
() Title III C1	() CCE
() Title III C2	() Elderly Meals
() Title III D	() HCE
() Title III E	(X)LSP
() Title III F	() MW
() Contracted Services	

to local market rates.
This rate increase is also needed to cover the annual COL adjmnt for fringe benefits and other costs.
Pay increases occurred in 2019.

Form Revised July 18, 2003 (Service Reference

Form Revised July 18, 2003	(Service Reference)	(29)
DESCRIPTION	TOTAL SERVICES	Homemaker
1. Total Budgeted Cash Costs	25,418.00	25,418.00
1. (a) Add Inkind Cost	05 449 00	25 449 00
1. (b) Total Budgeted Costs	25,418.00	25,418.00
2. Total Budgeted Units	1,033	1,033.20
2.(a) Total Cost Per Unit of Service		24.60
3. Less USDA	20 2 2	
4. Less Cash Match		
5. Less Inkind Match	F / F (//	
6. Less Program Income Used as Match		
Sub-Total Match:		
7. Less Program Income		
8. Less Other Non-Matching Cash & Co-payments		
9. Adjusted Budgeted Costs	25,418.00	25,418.00
10. Adjusted Cost Per Unit of Service		24.60
12. Estimated Number of UNDUPLICATED Clients	64	64

PSA 5

County Name: Pasco - Pinellas Fiscal period: Jan 1, 2021 to Dec 31, 2021 Provider Name: Community Aging & Retirement Services, Inc.d/b/a CARES **OAA - LSP**

ORIGINAL DATE:

6/30/2020 Initial Submission

REVISED DATE: REVISION NUMBER:

Estimated future cost of living increases -

3.0%

III.B.4 6 year Rate Quote/Budget

Form Revised July 18, 2003	334	394	323 (22)	324 (23)	326 (23a)	327 (23b)	329 (23f)	341 (29)
6 Year Quotes	Adult Day Care	Chore	IIID Chronic Disease Self Mgt. Program	IIID Diabetes Self Mgt. Program	Chronic Pain Self Mgt. Program	IIID Matter of Balance	IIID Tai Chi- Moving for Better Balance	Homemaker
2021	12.55	44.55	2,408.42	1,571.65	2,032.88	666.23	1,673.45	24.60
2022	12.93	45.89	2,480.67	1,618.80	2,093.86	686.21	1,723.65	25.34
2023	13.31	47.26	2,555.09	1,667.36	2,156.68	706.80	1,775.36	26.10
2024	13.71	48.68	2,631.74	1,717.38	2,221.38	728.00	1,828.62	26.89
2025	14.13	50.14	2,710.69	1,768.91	2,288.02	749.84	1,883.48	27.69
2026	14.55	51,64	2,792.02	1,821.97	2,356.66	772.34	1,939.99	28.52

II.B.5. MATCH COMMITMENT OF CASH DONATION

SFY: [] FFY: 2021

[x] Original, dated 6/30/20

Revision, dated Contract Amendment #:

Agency Name:

Program:

Community Aging & Retirement Services Inc. dba CARES

OAA Title III-B - HMKR

Donor Identification:

Name: CARES

Street: 12417 Clock Tower Parkway

City: Hudson

State: FL Zip: 34667

Phone: 727-862-9291

Authorized Representative: Jemith Rosa Pres/CEO

Total Amount	# Payments	Amount/Payment	Contribution Period
\$ 21,621.38	12	\$ 1,801.78	Jan 1, 2021 to Dec 31, 2021

Special Conditions:

1. OAA HMKR \$21,621.38 (1/1/2021 – 12/31/2021)

Donor Certification:

I hereby certify intent to make the cash donation set forth above for use in the specified program during the program's upcoming funding period. This cash is not included as contribution for any other State or Federally assisted program or any Federal contract and is not borne by the Federal government directly or indirectly under any federal grant or contract.

Signature of Donor Representative

Jemith Rosa Pres/CEO

II.B.6 AVAILABILITY OF DOCUMENTS

The undersigned hereby gives full assurance that the following documents are maintained in the administrative office of the provider and will be filed in such a manner as to ensure ready access for inspection by the AAA or its designee(s) at any time. The Provider will furnish copies of these documents to the AAA upon request.

- 1. Current Board Roster
- 2. Articles of Incorporation
- 3. Corporate By-Laws
- 4. Advisory Council By-Laws and Membership
- 5. Corporate Fee Documentation
- 6. Insurance Coverage Verification
- 7. Bonding Verification
- 8. Staffing Plan
 - a. Position Descriptions
 - b. Pay Plan
 - c. Organizational Chart
 - d. Executive Director's Resume
- 9. Personnel Policies Manual
- 10. Financial Procedures Manual
- 11. Operational Procedures Manual
- 12. Interagency Agreements
- 13. Affirmative Action Plan
- 14. Outreach Plan, if applicable
- 15. Americans With Disabilities Act Assurance and supporting documentation
- 16. Unusual Incident File
- 17. Contribution System
- 18. Inventory List

CERTIFICATION BY AUTHORIZED AGENCY OFFICIAL:

I hereby certify that the documents identified above currently exist and are properly maintained in the administrative office of the Provider. Assurance is given that the AAA or its designee(s) will be given immediate access to these documents, upon request.

Signature

Jemith Rosa

Name of Authorized Individual

Date

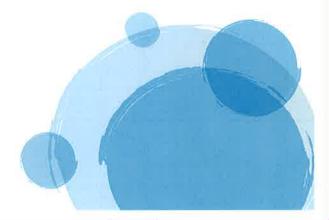
Pres/CEO

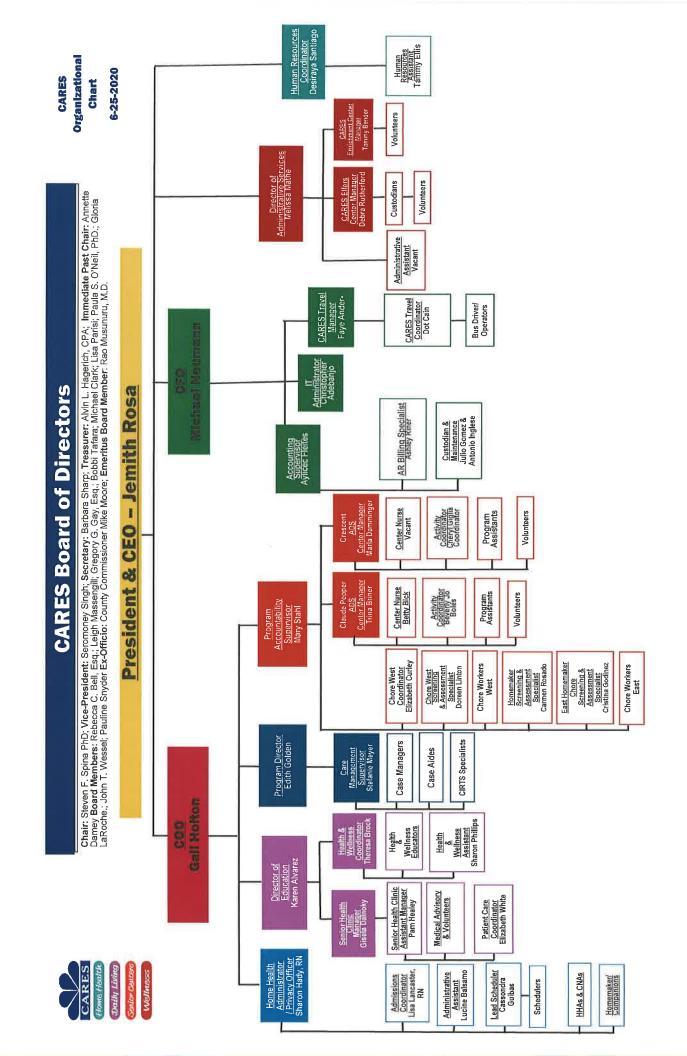
Title of Authorized Individual



CARES Organizational Chart

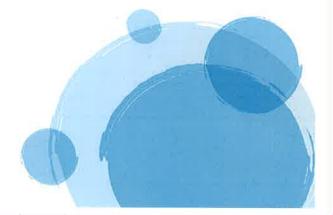
Attachment I







CARES Board of Directors Directory Attachment II





2020 CARES BOARD OF DIRECTORS CONTACT INFORMATION

ANNETTE DAMEY, Immediate Past Chair

3414 Leaf Lake Dr. Land O' Lakes, FL 34639 Phone: 813.957.0897

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BOBBI TAFARA

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Phone: 727.415.9160 Email: Bobbitafara1910@frontier.com Finance/Nominations

GREGORY G. GAY, Esq.

Nature Coast Law Offices of Gregory G. Gay, P.A.

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Fax: 727.848.4466 Email: Greg@willtrust.com Governance/Audit&Compliance/Nominating

STEVEN F. SPINA, PhD. Board Chair

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Executive

LEIGH MASSENGILL

Medical Center of Trinity 9330 State Road 54 Trinity, FL 34655 Phone: 727.834.4000

Email: Leigh.massengill@hcahealthcare.com Governance/Audit&Compliance

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Email: ratwall@tampabay.rr.com

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Email: Rebecca@delzercoulter.com Governance/Development

BARBARA SHARP, Secretary

18419 Montour Drive Hudson, FL 34667 Phone:727.861.3860/727.243.0359

Email: Twbasharp@aol.com Finance/Executive

SEROMONEY SINGH, Board Vice-Chair

Jennifer Gardens Assisted Living & Memory

7334 Jennifer Street Port Richey, Florida 34668 Phone: 727.863.7866 Fax: 727.863.7977

Email: Serosingh@gmail.com Advancement/Executive

ALVIN L. HAGERICH, CPA, Treasurer

14851 State Road 52, Unit 107-212 Hudson, FL 34669 Phone: 954.260.8153 Email: Alhagerichcpa@aol.com

Finance/Executive

EX-OFFICIO BOARD MEMBER

County Commissioner Mike Moore

Historic Pasco County Courthouse 37918 Meridian Avenue Dade City, FL 33525 Phone: 352.521.4111

Fax: 352.521.34105

Email: mikemoore@pascocountyfl.net

PAULA S. O'NEIL, Ph.D.

PO Box 610 San Antonio, FL 33576 Phone: 727.271.5776 Email: Clerkpaula@gmail.com Audit&Compliance

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GLORIA LAROCHE

Advancement

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PAULINE SNYDER

7853 Grassmere Drive Land O' Lakes, FL 34637 Phone: 609.532.7997 Email: Psnyder@ahcenterice.com

JOHN T. WESSEL 13375 Angler St. Spring Hill, FL 34609 513.490.4318/513.490.4318 Email: wessel.john.t@gmail.com

8731 Citizens Drive New Port Richey, FL 34654 Phone: 352.521.4111 Fax: 352.521.4105



Michael Clark

Stay At Home Home Health Stay Independent

Daily Living

Stay Connected
Senior Centers

Stay Informed
Wellness

www.CARESFL.org

CARES 2020 Officers and Board of Directors

OFFICERS TERMS

Position2020 OfficersChairmanSteven SpinaVice-PresidentSeromoney SinghSecretaryBarbara SharpTreasurerAlvin HagerichImmediate Past ChairmanAnnette Damey

DIRECTORS UP FOR ELECTION 2020

John T. Wessel (1/1/18 - 12/31/20)Stephen Spina (1/1/18 - 12/31/20)**DIRECTORS UP FOR ELECTION 2021** Rebecca Bell (1/1/19 - 12/31/21)Leigh Massengill (1/1/19 - 12/31/21)Bobbi Tafara (1/1/19 - 12/31/21)Gregory Gay (1/1/19 - 12/31/21)Sero Singh (1/1/19 - 12/31/21)Gloria LaRoche (1/1/19 - 12/31/21)

DIRECTORS UP FOR ELECTION 2022

Alvin Hagerich (1/1/20 – 12/31/22)
Lisa Parisi (1/1/20 – 12/31/22)
Paula O'Neil (1/1/20 – 12/31/22)
Annette Damey (1/1/20 – 12/31/22)
Barbara Sharp (1/1/20 – 12/31/22)
Pauline Snyder (1/1/20 – 12/31/22)

BOARD MEMBER EX OFFICIO NOT UP FOR ELECTION

Commissioner Mike Moore

(1/1/17 - 12/31/21)

(1/1/18 - 12/31/20)

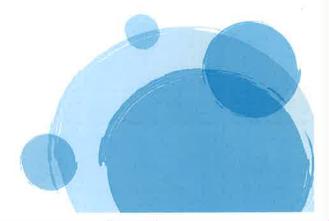
EMERITUS BOARD MEMBER

Rao Musunuru, M.D.



CARES Service Prioritization Policy and Procedures

Attachment III



OAA SERVICE PRIORITIZATION POLICY/PROCEDURES

CARES will adhere to the Area Agency on Aging of Pasco-Pinellas, Inc. OAA Prioritization Policy (see attached copy of the Area Agency on Aging of Pasco-Pinellas Inc. Older Americans Act Prioritization Policy memo, January 19, 2009).

To adhere to these policies and procedures CARES OAA Chore and Homemaker staff will complete CARES OAA Client Service Prioritization form for each prospective client and upon reassessment of active clients.

Purpose:

CARES OAA Client Prioritization Form provides an instrument for documenting essential information to establish an applicant's priority status for either the OAA Homemaker or Chore program. The sources for prioritization are the Older Americans Act areas of special emphasis (i.e. race, income, social isolation, rural living area, disabilities, etc.) and the essentialness of service specific needs.

Procedure:

The following outlines the steps taken from either receipt of the notification by the ADRC of an individual placed on OAA Homemaker or Chore APCL or for an individual making an initial request directly to CARES for either OAA Homemaker or Chore services.

Step 1. Notification by the ADRC

Notification by the ADRC of a new APCL OAA Homemaker or Chore individual initially go to CARES CIRTS Specialists who acknowledge receipt of the referral and also print a 701S turnaround which is used by CARES OAA staff to assist in completing the OAA Client Prioritization Form to generate a prioritized waitlist. The information on the 701S is used to assist in completing the OAA Client Prioritization Form (see Step 2 below)

Direct Requests to CARES

OAA Chore:

When a request for OAA Chore service is made directly to CARES the OAA intake worker will give the name and Social Security number of the potential client to the CIRTS data entry worker who will verify as to whether or not the individual is in the CIRTS system. If it is determined that the potential client is not in the CIRTS system the OAA intake worker will refer the caller to the ADRC for completion of the 701S.

<u>Step 2.</u>

After a 701S is received from the ADRC, the OAA Chore intake staff completes the CARES OAA Service Prioritization Form to assist in establishing a prioritized OAA waitlist. The OAA Chore intake staff uses the 701S along with service specific needs information to complete information on CARES OAA Service Prioritization Form.

The following will provide an overview of CARES OAA Service Prioritization Form. A copy of the form and instructions for its completion are included in separate attachments to these procedures.

CARES OAA Service Prioritization Form:

CARES OAA Service Prioritization Form is divided into two primary sections and a comment box/section.

Section b. through h. include the following Older Americans Act areas of special emphasis:

- Race/Ethnicity
- Low Income
- Lives in Rural Area
- Social Isolation
- Primary Language
- Physical Disability
- Mental Disability
- At Risk of Institutionalization

Point values are assigned for items (b.) through (g.) and are summed in the TOTAL box in that section.

Screening Specialist will sign the form when this section is originally completed for tracking of annual reassessment completion date and other updates and changes while the client is on the APCL.

Section i. Program Specific Criteria -

The items in this section correlate to individual tasks required by the consumer that relate to the individual's ADLs and IADLs. The point values assigned to the tasks correlate to the essentialness of the activity as it would relate to the person's wellbeing. For example shopping is essential to an individual for food and other basic goods. Therefore the need for shopping has a higher point value than the need for light housekeeping.

Section (i.) is divided into two sections (Homemaker and Chore). The purpose of this division is to eliminate the need to have two separate OAA Client Prioritization forms (one for Homemaker and one for Chore) and to be able to have two distinct scores for an individual who need both Homemaker and Chore.

Note: The Homemaker score is created by adding the totals from (b) through (g) and the Homemaker total in section (h). The Chore score is created by adding the totals from (b.) through (g) and the Chore total in section (h).

Comment Section:

Since OAA does not have an Agency "imminent risk" procedure this section is to be used to provide written justification for service for an individual who has a lower OAA Prioritization score than others yet is in dire need of service(s) and would be at significant risk without service(s).

Step 3.

After completion of CARES OAA Client Prioritization Form, the score (the sum of b. through g. is entered on CARES OAA Client Prioritization Form as well as the CIF, and a copy of the 701s or 701A is kept in the client's file. When services become available, the coordinators of OAA homemaker and chores services will review the score totals for clients based on the targeted scores. ALL of those clients that have a highest score will be contacted by phone by the Homemaker or Chore section for completion of the appropriate sections. Example of it: CARES will begin telephone screening with the highest score of 7, 6, 5, 4, 3, 2 and 1 category/score range. CARES will place emphasis on those clients on the APCL the longest time within the same score regardless of the number of clients in a specific range. This phone screening process will assist in identifying those services that will be needed by the client. These forms totals will be completed, tallied, and signed at that time by the designated staff member, and services will be scheduled after final prioritization is completed to ensure the most at risk clients are being served first. In the instance where more than the number of clients eligible are identified

having the same score, then those clients that have been on the APCL longer will be approved for services first. Screener will sign the bottom of the form when this process is completed.

Step 4.

A copy of the completed score totals with specific priority score will be entered into the CARES waitlist database with the indicated start date of services.

Note: Completion of the above steps will be done each month for new individuals placed on the waiting list. Designated staff will run CIRTS reports at the each month for APCL clients and reconciled with CARES internal prioritization process. All terminations will be removed and identified each month.

Selection of Wait List Individuals:

The purpose of the AAAPP OAA Prioritization Policy is to ensure that a systematic prioritization process is in place for the selection of eligible individuals for service. As indicated in the steps above individuals referred by the ADRC for OAA services are prioritized using CARES Client Prioritization Form. Information from that form is inputted into CARES internal database system and the Assessed Prioritized Consumer Waitlist is used to schedule services.

When openings occur, selection of the next individual for enrollment is primarily made based upon the individual's OAA Client Prioritization Score identified through targeting. However, service specific aspects for respective office sites may sometimes come into play in the selection process.

Likewise, selection of the next individual may be made when the individual has a lower OAA Prioritization score than others but is in dire need of service(s) and would be at significant risk without service(s). Justification for selection of such individuals must be documented on the OAA Client Service Prioritization Form and in the narrative section of the client's file.

Attachments:

- AAAPP OAA Prioritization Policy Memo January 19, 2009
- CARES OAA Client Prioritization Form
- Instructions for Completing CARES OAA Prioritization Form

10/2019

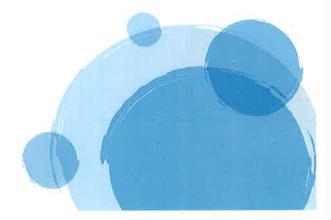
OAA CLIENT PRIORITIZATION FORM

CLIENT NAME:	ID#
A. DOEA 701S Priority Score SCORE:	SCORE/POINTS
	Asian/Pacific Islander(1) 1) Hispanic(1)
C. Low Income: BPL (2) 150% of	PL(1) Above 150% of PL(0)
D. Lives in Rural Area: Yes (1)	No(0)
E. Social Isolation: Yes (1)	No(0)
F. Limited English Proficiency: Yes	(1) No(0)
G. At Risk of Institutional Placement: Yes_	(1) No(0)
	B. through G Total
	fic service task(s) needed by potential clients or the program that the client is requesting.
Worker Signature:	Date:
HOMEMAKER	CHORE,
Shopping (4) Meal Prep (3) Laundry (2) Light Housekeeping (1) HOMEMAKER (H.) TOTAL	Great Need: Emergency need related to safety or security Flooded or fire damaged home Emergency errands when other sources are not available for food/medications (5) Moderately Great Need: General and heavy in-home cleaning (moving furniture, mopping, vacuuming, etc) (3) Moderate Need: Lawn care Trimming bushes, etc. Cleaning gutters (1)
Sum of (B.) through (G.) plus HMK (H.):	Sum of (B.) through (G.) plus CHORE (H.):
Comments:	
Worker Signature:	Date:



CARES Handling Complaints Policy and Procedures

Attachment IV



CARES COMMUNITY CARE DEPARTMENT

CARES HANDLING COMPLAINTS POLICY AND PROCEDURES

Purpose:

To ensure that all client and/or caregivers' complaints are appropriately handled in a professional and timely manner.

To ensure that all client and/or caregivers' complaints are accurately documented and a tracking mechanism is in place to assure actions taken and resolutions.

Process:

At CARES, we strive to make sure that consumers are satisfied with services that they receive. Therefore, the following processes will in place:

- 1. Clients and caregivers are encouraged to voice a complaint if there is something that does not meet with their expectations.
- Clients and caregivers are encouraged to discuss any problems with services with their Case Manager or their Screening and Assessment Specialist and follow-up is complete to assess clients' satisfaction with services provided through all of CARES' programs.
- 3. Clients and caregivers are encouraged to file their complaint in person, by telephone, fax, letter, or by email.
- 4. Clients and caregivers are assured that all complaints will be treated seriously despite the way they are filed.
- 5. All individuals making complaints will be treated with courtesy and fairness at all times.
- 6. All complaints will be treated in confidence within the department.
- 7. All complaints will be received and recorded accurately.
- 8. All complaints will be used as an opportunity to learn in order to improve CARES services and processes.

STEPS IN HANDLING COMPLAINTS: There are three primary steps that shall be followed when handling complaints:

- 1. Receiving of Complaint
- 2. Recording of Complaint
- 3. Action and Resolution

RECORDING COMPLAINTS: CARES' staff are required under CARES Personnel Policies to document and report to their immediate supervisor any incidents, accidents or complaints/concerns with CARES' clients and their respective caregivers and close family members involved in the care of the client and the individuals providing services under CARES' Contracts. Therefore, CMs, CAs and Screening and Assessment Specialist must document and discuss any complaint raised by their respective client to the CM\QA Supervisor or the Program Director immediately following the reporting.

CARES has updated its procedures to assure that the recording and the resolutions of any and all complaints received by any staff member in the Community Care Department are

immediately reported to the CM\QA Supervisor, the Programs Accountability Supervisor and the Program Director. Once the complaint is received, investigated and actions put in place the CM or screening and Assessment Specialist will document the complaint in the Case Narrative Complaint Log and forward it to the CM\QA Supervisor who will complete and collect all pertinent documents and log the complaint into the CARES Client Complaint Log.

If it is determined that the AAAPP, CARES' Subcontractors, DCFS or Law Enforcement need to be contacted, such information will be shared with the respective party at that time,

ACTION AND RESOLUTION: All complaints will be assessed and evaluated in detail. All Subcontractors or individuals connected with the complaint will take appropriate measures necessary to implement corrective actions.

It is the responsibility of the CM\QA Supervisor to maintain the information and the CARES Complaint Log in his/her office at all time for CARES' President-CEO's review on a monthly basis.

FINAL NOTES: If the consumer is still not satisfied with the resolution or outcome, they can have their concern reviewed by supervisory staff for a possible resolution. Additionally, if they are still not satisfied they can file a grievance and may seek assistance from any CARES staff member by writing the grievance and submitting it to CARES Case Manager/QA Supervisor and/or the Program Director.

SUPPLEMENTAL FORM (s): Case Narrative – Complaint Log Narrative Form

CARES Client Complaint Log

Community Aging & Retirement Services, Inc. (dba CARES) Service

2020 Programs and Services Complaint Log

DEC	NOV	OCT	SEP	AUG	JUL	JUN	MAY	Ž,	MAR	FEB	JAN	Date	
												Client's Name	
											*,	Complaint	Source of
												& Phone #	Contact Person
												Complaint/Issue	
		9									*	Resolution	
												Date	Desolution
								æ				Follow-Up if Applicable	
												Supervisor's Signature	



Your Right to File a Grievance

We at CARES strive to make sure that you are satisfied with the services you receive. However, we know that on occasion, there may be something that does not meet your expectations. We encourage you to discuss problems promptly with your Case Manager of CARES office representative. If, after requesting this assistance, you are not satisfied, you can have your concerns reviewed by supervisory and administrative staff by filing a grievance.

All clients receiving services provided through CARES have a right to file a grievance as a formal notice of dissatisfaction with service or staff or to challenge a decision(s) indicated on a CARES "Recipient Notice of Adverse Action" form concerning termination, suspension or reduction(s) in service. A grievance must be submitted in writing.

If you need assistance in writing your grievance, any CARES staff member can assist you. When you have written and signed your grievance, you may give it to any CARES employee who will immediately forward it to the Care Management Supervisor, or you may mail it directly to:

CARES
Care Management Supervisor
Rao Musunuru, M.D. Enrichment Center
12417 Clock Tower Parkway
Hudson, FL 34667

Your grievance will be promptly reviewed and a supervisor will contact you within seven calendar days with possible solutions to your problem. If your grievance is in response to adverse actions indicated in CARES' "Recipient Notice of Adverse Action," you will receive a written notice indicating when your grievance will be reviewed, as well as, other information concerning the grievance review/hearing process. Additionally, if you are dissatisfied with the results of the decision made by CARES' grievance reviewer(s), you have the right to appeal in writing and have your grievance heard by the Area Agency on Aging.

We take the problems of our clients very seriously so be assured that any grievance will be hard and will receive the prompt attention it deserves.

My case manager or CARES representative has discussed this with me and I understand my right to file a grievance.

Signature	Date

grievance.msow

Community Aging & Retirement Services, Inc. (dba CARES) Service

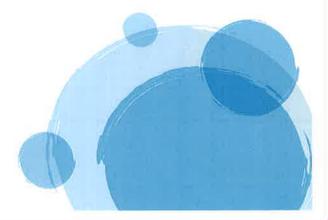
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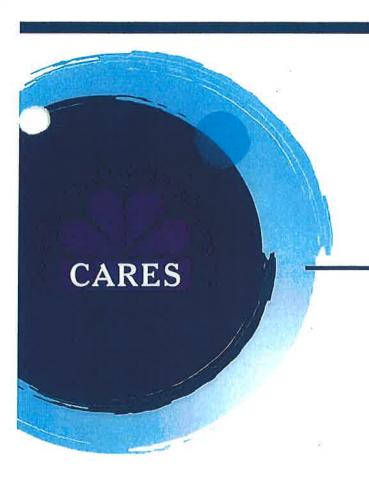
	DEC	NOV	000	SEP	AUG	JUL	NOF	MAY	APR	MAR	FEB	JAN	Date
												2	Client's Name
													Grievance
	*:							÷					& Phone #
													Complaint/Issue
						3						fi.	Resolution
¥													Resolution Date
									((*)				Follow-Up if Applicable
													Supervisor's Signature



CARES Current Job Descriptions

Attachment V





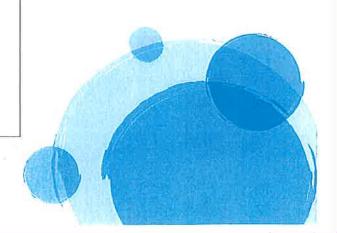
CARES Current Job Descriptions

Administration/Management

- President-CEO
- Chief Financial Officer/CFO
- Chief Operating Officer/COO
- Administrative Services Director
- Human Resources Coordinator
- IT Administrator/Manager
- 💺 Fiscal Assistant I
- Receptionist

ADCs and Field Staff

- 🕹 ADC Manager
- ADC Nurse/LPN
- ADC Activity Coordinator
- Case Coordinator/Intake Coordinator/Assessor
- Homemaker
- Chore Worker
- CIRTS Data Entry Specialist



Community Aging & Retirement Services, Inc., dba CARES Job Description

Title of Position	Chief Executive Officer
Department/Project	Administration
Location	Administrative Office – West Pasco
Immediate Supervisor	CARES Board of Directors
Effective Date	November 23, 2004

Position Summary & Reporting Relationship:

Organizes and directs the Agency's day-to-day operations. Employs qualified personnel and ensures adequate staff education and evaluations. Develops policies and procedures. Develops a system of staff communication that ensures the coordinated implementation of treatment orders and the utilization of necessary services for comprehensive care of patients.

1. PRIMARY FUNCTIONS:

To be responsible and held accountable for all corporate operations in accordance with policies and procedures adopted by the Board of Directors.

Insures that the Board of Directors and Officers are kept fully informed on the conditions and operations of the Agency and on all important factors influencing team

Plans, formulates and recommends basic policies and programs for the Board's approval which will further the objectives of CARES.

Executes all decisions of the Board except when other assignment is specifically made by the Board.

Develops for purposes of day-to-day administration, specific policies, procedures and programs to implement the general policies established by the Board.

Establishes a sound organization structure.

Direct and coordinates all approved programs, projects and major activities.

Provides the necessary liaison and staff support to committee chairpersons and committees to enable them to properly perform their functions. Sees that committee decisions and recommendations are submitted to the Board of Trustees for approval.

Executes such contracts and commitments as may be Authorized by the board of Trustees or established policies.

Maintains effective relationships with other organizations, both public and private, and sees that the position of the agency is enhanced in accordance with the policies and objectives of the organization.

CARES JOB DESCRIPTION: PAGE TWO

Performs all secretarial functions for the Board, maintaining official minutes of the Board of Trustees and other official meetings of the organization.

2. <u>SECONDARY FUNCTIONS:</u>

Administration of the agency's day-to-day operations.

Employ and terminate administrators as necessary and all other personnel upon the recommendation of the specific administrator.

Guide the development of a planned system of efficient, cost effective and consumer-responsive services.

Serves as CARES' Board representative and spokesperson before the media and public forums.

Develop strategic plans, and annual marketing and operational plans followed by formal presentation before the Board for approval and/or modification.

Manage all plans and budgets adopted by the Board Members.

Establish and build a positive liaison and rapport with city, county, state and nationally elected officials, business leaders and funding bodies.

Involvement of a positive and dynamic Staff Development Plan and Training Program.

Assurance of agency compliance with all state, federal and personnel regulations.

Serve as signatory for payroll, accounts receivable and official documents in accordance with Board authorization.

Oversee that all required reports, grant applications and related materials are submitted in an accurate and timely fashion.

Monitor all departmental operations and make recommendations for improvement and/or modifications so indicated.

All other administrative duties as assigned by the CARES Board Members.

3. PERFORMANCE REQUIREMENTS:

- Work on multiple projects simultaneously.
- ➤ Have knowledge of all demographics with Pasco County.
- > Efficiently operate computer terminal.
- > Prepare report and correspondence in a timely and accurate manner.
- > Set priorities; meet deadlines plus start and complete tasks independently.
- Work under deadline pressures.
- ➤ Work evening or weekends as work situation indicates.
- > Be flexible in work activities.

CARES JOB DESCRIPTION: PAGE THREE

Performance Requirements Continued:

- > Excel in written and communicative skills.
- > Maintain solid rapport with funding groups and members of the business and human services community.
- > Knowledge of strategic planning, administrative and management systems.
- > Prepare and deliver speeches to various groups.
- > Secure goods and services for the benefit of the agency.
- Monitor recruitment and training of agency personnel.
- > Oversee compliance of all CARES Policies and Procedures.
- ➤ Monitors the provisions of the CARES Safety Program and insures the compliance with all state and federal employment and statutory laws with key CARES administrators.
- When warranted will assist with lifting and moving 30 to 40 pounds.

4. MACHINE/EQUIPMENT/TOOL(S) USED:

Overhead Projector

Slide Projector

Telephone

Photocopiers

Calculators

Computer Terminals

Fax Machine

Cellular Telephone

Pager

Internet

E-mail

Security Systems

5. SAFETY EQUIPMENT:

None

6. QUALIFICATIONS:

- ➤ Bachelors or Master's Degree in planning, public administration, social work, or business with three years of responsible management experience.
- Above average knowledge of cost and multi-fund accounting procedures with ability to interpret financial documents.
- > Excellent demonstrated verbal, written and interpersonal communication skills.
- ➤ Knowledge of aging services, service systems and business operations.
- > Familiarization with state and federal funding sources and related specifications.
- Ability to adapt to changing operational requirements in the agency.

7. WORKING CONDITIONS:

- > Work performance in various office or site environments.
- > Outdoor work performance or public presentation on behalf of the agency.
- Adaptability to work conditions, which require prolonged sitting, standing, writing, typing or working with computers.
- > Effectively interacts with the public.
- ➤ Word day is from 8:00 AM to 5:00 PM. Overall responsibilities consistently with those of the Chief Executive Administrator require breakfast, luncheon or weekend meetings, conferences and activities.

CARES	JOB	DESCRIPTION: PAGE FOUR	Q
		PESCIMI LIVIN LAND LIVIN	

8.	STAFF	DEVEL	OPMEN'	Γ
o.	SIAFF	DEVEL	OPMEN	

Plans fro agency-wide staff development include attendance at staff meetings, inservice trainings plus attendance at relevant conference or seminars.

Employment Status:	(Mark one of the following)	Exempt XXX Non-Exempt	

President/CEO 11,23,04

Community Aging & Retirement Services, Inc., dba CARES Job Description

Title of Position	Chief Financial Officer
Department/Project	Administration
Location	Administrative Office – West Pasco
Immediate Supervisor	Chief Executive Officer
Effective Date	April 2017

Position Summary & Reporting Relationship:

Responsible for the preparation of all financial reports for submission to federal and state agencies. Responsibilities also include working with sub-grant or delegate agencies to establish and/or maintain adequate financial accountability at the sub-grant level.

1. BASIC FUNCTIONS

The Chief Financial Officer position is accountable for the administrative, financial, and risk management operations of CARES, to include the development of a financial and operational strategy, metrics tied to that strategy, and the ongoing development and monitoring of control systems designed to preserve CARES' assets and report accurate financial results.

2. PRINCIPAL ACCOUNTABILITIES

PLANNING

- 1. Assist in formulating the company's future direction and supporting tactical initiatives.
- 2. Monitor and direct the implementation of strategic business plans.
- 3. Develop financial and tax strategies.
- **4.** Manage the capital request and budgeting processes.
- 5. Develop performance measures that support the company's strategic direction.

OPERATIONS

- 1. Participate in key decisions as a member of the executive management team.
- 2. Maintain in-depth relations with all members of the management team.
- 3. Manage any third parties to which functions have been outsourced.
- 4. Oversee the company's transaction processing systems.
- 5. Implement operational best practices.
- **6.** Oversee employee benefit plans, with particular emphasis on maximizing a cost-effective benefits package.
- 7. Supervise acquisition due diligence and negotiate acquisitions.

FINANCIAL INFORMATION

- 1. Oversee the issuance of financial information.
- **2.** Report financial results to the Board of Directors.

RISK MANAGEMENT

- 1. Understand and mitigate key elements of the company's risk profile.
- 2. Monitor all open legal issues involving the company, and legal issues affecting the industry.
- 3. Construct and monitor reliable control systems.
- 4. Maintain appropriate insurance coverage.
- 5. Ensure that the company complies with all legal and regulatory requirements.
- **6.** Ensure that the record keeping meets the requirements of auditors and government agencies.
- 7. Report risk issues to the audit committee of the Board of Directors.
- **8.** Maintain relations with external auditors and investigate their findings and recommendations.

FUNDING

- 1. Monitor cash balances and cash forecasts.
- 2. Arrange for debt and equity financing.

3. RESPONSIBILITIES

To serve as assistant treasurer of the Board of Directors and advise them with regard to all corporate finances.

To assure timely preparation of all worker's compensation, accident and tax reports.

To supervise preparation of all Accounts Receivable & Accounts Payable.

To supervise preparation of all payroll including all payroll taxes.

To prepare monthly revenue and expense summaries for each fund.

To prepare financial statements for monthly Board Meetings.

To review and record all in-kind donations.

To prepare annual budget in conjunction with Department Heads & Chief Executive Officer.

To advise Program Directors in periodic budget analysis.

To prepare all financial reports to grantors along with requesting all grant payments.

To manage corporate cash flow to maximize interest income from cash balances.

To prepare and file all tax reports including annual tax return.

To monitor personnel benefit packages to maximize the benefit to both the corporation and all employees.

To maintain accurate inventory records and supervise periodic physical inspection.

4. PERFORMANCE REQUIREMENTS

Have knowledge of all demographics within Pasco County.

Work on multiple projects simultaneously.

Efficiently operate computer terminal

Prepare report and correspondence in a timely and accurate manner.

Set priorities; meet deadlines plus start and complete tasks independently.

Work under deadline pressures.

Work evening or weekends as work situation indicates.

Excel in written and communicative skills.

Maintain solid rapport with funding groups and members of the business and human services community.

Knowledge of strategic planning, administrative and management systems.

Prepare and deliver speeches to various groups.

Secure goods and services for the benefit of the agency.

Monitors the provisions of the CARES Safety Program and ensures the compliance with all state and federal employment and statutory laws with key CARES administrators.

When warranted will assist with lifting and moving 30 to 40 pounds.

5. MACHINE/EQUIPMENT/TOOL(S) USED

Overhead Projector

Telephone

Computer Terminals Security Systems

Photocopiers

Calculators Cellular Telephone

Fax Machine

E manife

Internet

E-mail

6. SAFETY EQUIPMENT

None

7. QUALIFICATIONS

Bachelor's Degree in Accounting, Finance or related field (MBA preferred).

Professional accounting designation (CA, CMA or CPA preferred).

5 plus years' experience in a senior financial managerial position.

Advanced computer skills, including proficiency in MS Office and QuickBooks financial reporting software.

Results oriented, strategic thinker and planner.

Excellent demonstrated verbal, written & interpersonal communication skills.

Knowledge of aging services, service systems and business operations.

Familiarization with state and federal funding sources and related specifications.

Ability to adapt to changing operational requirements within the agency.

8. WORKING CONDITIONS

Work performance in various office or site environments.

Outdoor work performance or public presentation on behalf of the agency.

Adaptability to work conditions, which require prolonged sitting, standing, writing, typing or working with computers.

Work day is from 8:00 AM to 5:00 PM.

9. STAFF DEVELOPMENT

Plans for agency-wide staff development which includes attendance at staff meetings, in-service trainings plus attendance at relevant conference or seminars.

Employment Status: (Mark one of the following)	Exempt	X	_Non-Exempt
		-	8
Chief Financial Officer APRIL 2017			

Community Aging & Retirement Services, Inc., dba CARES Job Description

Title of Position	Chief Operating Officer	
Department/Project	Administration	
Location	Administrative Office – West Pasco	
Immediate Supervisor	President / C E O	Š
Effective Date	April 2020	

Position Summary & Reporting Relationship:

The Chief Operating Officer will manage all aspects of the daily operations of all CARES departments including financial management, interactions with department directors and other staffing ensuring that the organization is managed and performing efficiently and effectively. Creates services and products within program/service areas which will increase profitability, positive outcomes for customers, market shares, volume, quality, customer satisfaction and customer driven products.

RESPONSIBILITIES:

- Establishes quantitative and qualitative metrics, guidelines, and standards by which the company's efficiency and effectiveness can be evaluated; identifies opportunities for improvement.
- Reviews, analyzes, and evaluates business procedures.
- Implements policies and procedures that will improve day-to-day operations.
- Ensures work environments are adequate and safe.
- Oversees Home Health Care, Case Management, Adult Day Care, Chore/Homemaker, Travel, and Enrichment Centers departments, ensuring each is reaching goals set by departmental and company leadership.
- Initial needed focus will be on the operations of the Home Health Care department followed by the current operations and growth of opening new Adult Day Care Centers.
- Plans, directs, controls, implements, evaluates, monitors, and forecasts budgets and cost of services in each division to achieve financial objectives.
- Communicates and explains new directives, policies, or procedures to managers; for major changes, meets with entire operations staff to explain changes, answer questions, and maintain morale.
- Improves customer service and satisfaction through policy and procedural changes.
- Leads coordination and integration of efforts among operations, technology, and customer service divisions to produce smoother workflow and more cost-effective business processes.
- Projects a positive image of the organization to employees, customers, industry, and community.
- Performs other related duties as assigned.

REQUIRED SKILLS:

- Thorough understanding of practices, theories, and policies involved in business and finance.
- Superior verbal and written communication and interpersonal skills.
- Superior managerial and diplomacy skills.
- Extremely proficient in Microsoft Office Suite or related software.
- Excellent organizational skills and attention to detail.
- Excellent analytical, decision-making, and problem-solving skills.

QUALIFICATIONS:

At least 5 years of professional healthcare administration experience overall, with a minimum of five years of senior-leadership experience supervising seasoned staff operating multiple human services programs. Solid educational background including a Bachelor's degree.

- Strong relationship builder and communicator with experience leading diverse work teams, developing an organization-wide strategy for program excellence, engaging community partners, and partnering with a CEO and Board of Directors.
- Can point to tangible examples of reporting and program measurement and evaluation.

 Demonstrates integrity, strives for excellence in her/his work, and has experience of leading others to new levels of effectiveness and programmatic impact.
- Passionate about CARES' mission and able to promote and communicate the philosophy, mission and values of CARES to external and internal stakeholders.
- Ability to travel 50% of the time to provide on-site leadership for multi-locations operating units and programs.

COMPENSATION:

This is an outstanding opportunity to lead a small 5M+ and growing non-profit organization and partner with the CEO and senior management team. CARES will offer a competitive compensation package including base salary, health and vacation and sick benefits.

REQUIRED EDUCATION AND EXPERIENCE:

Bachelor's Degree in Business Administration or related field. At least five years of strong operational experience.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

Possess personal qualities of integrity, credibility, and commitment to corporate mission.

Ability to work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions, and demonstrated resourcefulness in setting priorities and guiding investment in people & systems.

Candidates must pass an AHCA and DOEA Level II background check along with a pre-employment drug test.

CARES is an Equal Opportunity Employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.

Employment Status:	(Mark one of the following)	Exempt	XXX	Non-Exempt
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Community Aging & Retirement Services, Inc., dba CARES Job Description

Title of Position	Administrative Services Director
Department/Project	Administration
Location	Administrative Office - West Pasco
Immediate Supervisor	President / CEO
Effective Date	July 2016

Position Summary & Reporting Relationship:

The Administrative Services Director is responsible for managing the efficient operation of the administrative office, corporate files, maintenance of the building, purchasing of materials and supplies, computerized program systems and supervision of the central administrative support staff. This position also is responsible for assisting the President/CEO with administrative duties, including secretarial work, grants, projects, reports & written communications.

1. ESSENTIAL REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to individuals with disabilities to perform the essential functions.

- Maintain & update corporate documents and calendar, including contracts and subcontracts, grants, vendors, licenses, board member filings, etc.
- Serve as recording secretary to Board.
- Maintain required subcontract documentation/RFP's.
- Coordinate the maintenance care of building, landscape and other related systems.
- Assist with and coordinate the purchase of office supplies and equipment.
- Assist the President/CEO with preparation of regular and special reports and grant proposals as required by all funding sources.
- Assist the President/CEO with correspondence, research and preparation of data and drafts
- Manage correspondence for President/CEO when s/he is not available.
- Keep President/CEO appointment book up to date.
- Develop reports & mailings.
- Ensure adequate coverage at the reception desk and occasionally fill in as needed.
- Assist in the coordination of employee recognition events and Board of Director meetings, which could include procuring food and gifts.
- Write Quarterly Reports for Administrative Officers.
- Serve as "entry point" for administrative correspondence.
- Schedule and convene agency meetings.
- Trains and supervises Administrative Staff in reception area.
- Maintains working knowledge of CARES Personnel Policies & Procedures.
- Billing and reconciliation of monthly services & invoices.

2. PERFORMANCE REQUIREMENTS

- Able to identify problems, collect data, establish facts, draw valid conclusions and deal with problems utilizing sound judgement and common sense.
- Able to work on multiple activities simultaneously.
- Must be able to successfully perform the physical demands of the job as described under physical demands.

3. SUPERVISORY RESPONSIBILITIES

- Supervises Administrative staff in reception area.
- Supervises Grounds & Maintenance staff.

4. EDUCATION AND EXPERIENCE

- High school diploma or equivalent.
- Associates Degree in secretarial science or office/business studies.
- Four years of experience at an executive secretary level.
- Two years of supervisory/administrative management experience.
- Proficient in computer skills including: Outlook, Word, Power Point and Excel.

5. CERTIFICATES, LICENSES, REGISTRATIONS

None.

6. MINIMUM NECESSARY RESTRICTION TO PHI

• To perform the functions of this job, persons in this position may require access to or exposure to client information, medical records or computer applications that contain Protected Health Information including, but not limited to, electronic medical information, client medical records, written information, faxed information or spoken word. Incidental exposure of Protected Health Information may occur during the workday.

7. PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.
- Variety of walking, standing, sitting, stooping.
- Requires normal range of hearing, vision and manual dexterity to operate keyboard, telephone, photocopier, calculator and other office equipment as needed

8. WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Work performance in an office setting.
- Workday is at the discretion of the President / CEO.
- Workday could also include travel to designated locations as needed and frequent contact with staff and public.
- While performing the duties of this job, the employee occasionally works near moving mechanical parts and, although rare, may occasionally be exposed to wet

- and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- This could include office setting, travel to designated locations as needed and frequent contact with staff and public.

9. Staff Development:

• Attend relevant in-services, conferences or seminars.

Employment Status: (Mark one of the following) Exempt Non-Exempt X

Community Aging & Retirement Services, Inc., dba CARES HR Coordinator Job Description

Title of Position	HR Coordinator
Department/Project	Administration / Human Resources
Location	Administrative Office – Hudson
Immediate Supervisor	President & C E O
Effective Date	April 2020

Position Summary & Reporting Relationship:

- 1. The HR Coordinator is directly responsible for the overall administration, coordination and evaluation of the human resources function.
- 2. Mainly Focuses as CARES Recruitment and Retention Specialist.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Develops and administers various human resources plans and procedures for all company personnel.
- 2. Plans, organizes and controls all activities of the department. Participates in developing department goals, objectives and systems.
- 3. Posts jobs on various job boards (Indeed) and sources candidates for hire for all divisions/programs
- 4. Conducts HR onboarding and orientation.
- 5. Rewrites job descriptions as necessary.
- 6. Develops, recommends and implements personnel policies and procedures; prepares and maintains handbook on policies and procedures.
- 7. Maintains close business relationship with Co-Employer (PEO) regarding benefits administration, annual filings, workers compensation claims and monitoring/improving risk factors of claims handling to avoid indemnity costs whenever possible.
- 8. Works with supervisors to screen and interview candidates, conducts past employment reference checks, Level II Fingerprinting and background checks within AHCA, E-VERIFY, extends job offers, monitors career-path program and employee relations counseling; conducts exit interviews.
- 9. Establishes and maintains department records and reports. Participates in administrative staff meetings and attends other meetings, such as seminars.
- 10. Ensures that all departments are current with departmental in-services, CPR/First Aid trainings, Annual Alzheimer's Training.
- 11. Prepares for HR Audits from State and Federal Government Agencies to ensure compliance with all federal, state and local employment laws and funding agencies regulations.

- 12. Improve upon the in-services training with more efficient and engaging methods at a low to no cost to CARES whenever possible.
- 13. Seek grants for educational trainings, new hires and/or future apprenticeship opportunities. (Career Source)
- 14. Stays abreast and in compliance with all current employment laws including FMLA/ADA/ACA/DOL, etc.

Competencies

- 1. Business Acumen.
- 2. Communication.
- 3. Consultation.
- 4. Critical Evaluation.
- 5. Critical Thinking.
- 6. Crisis Intervention and Resolution Skills.
- 7. Global and Cultural Awareness.
- 8. HR Expertise.
- 9. Leadership and Navigation.
- 10. Relationship Management.
- 11. Ethical Practice.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must occasionally lift or move office products and supplies, up to 25 pounds.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5:00 p.m. This position regularly requires long hours and weekend work.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

Required Education and Experience

1. High School Graduate with three years administrative experience dealing with personnel with at least two-years of human resource experience.

2. Experience with Microsoft Office (Word, Excel and PowerPoint).

Preferred Education and Experience

- 1. AS/BS in human resource management.
- 2. SHRM Certified Professional (SHRM-CP) or SHRM Senior Certified Professional (SHRM-SCP) credential.

Work Authorization/Security Clearance (if applicable)

- 1. Must successfully complete State of Florida Level 2 Background and drug screenings.
- 2. Valid Florida Driver's License and reliable automobile.
- 3. Current automobile insurance and be willing to operate personal car.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

ACKNOWLEDGEMENT				
This job description has been approved by all levels of ma	nagement:			
President-CEO:	x			
HR Coordinator:				
Employee signature below constitutes employee's understaturations and duties of the position.	anding of the requirements, essential			
Employee	Date			
Employment Status: (Mark one of the following) Evennt	YYY Non Evennt			
Employment Status: (Mark one of the following) Exempt_	XXX Non-Exempt			

Title of Position	Information Technology (IT)Technician/Manager
Department/Project	Administration
Location	Pasco County
Immediate Supervisor	Business Development Director
Effective Date	05/01/2013

Position Summary: This position requires the monitoring and maintaining of all the computer systems and networks of the organization. Performs all duties of the agency's data security officer. Installs and configures computer systems, diagnose hardware/software faults and solve technical and applications problems, either over the phone or in person. The position is as much about understanding how information systems are used as applying technical knowledge related to computer hardware or software. Mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them: retrieves trouble tickets, prioritizes and attempts to resolve technical issues. If within a certain amount of time they are not resolved, these are referred to an auxiliary IT service provider. This position requires working effectively and communicating effectively with all levels of agency employees including management and administration.

1. RESPONSIBILITIES:

- · Installing and configuring computer hardware operating systems and applications
- Monitoring and maintaining on-computer systems, servers
- Coordinate with the auxiliary IT service provider in ensuring the smooth running of all IT systems, including anti-virus software, print services and email provision with this position maximizing use of its resources first
- Coordinate with the auxiliary IT service provider in ensuring the security of data from internal and external attack with this position maximizing use of its resources first
- Maintaining current knowledge of and performance compliance with HIPAA, Privacy and Security compliance requirements according to legal and professional standards
- Recommends and advises on IT efficiencies that could benefit the organization
- Scheduling upgrades and security backups of hardware and software systems
- Troubleshooting system and network problems and diagnosing and solving hardware/software faults

- Installing and maintaining standardized software programs agency-wide
- Ensuring that software licensing laws are adhered to
- Conducting testing of system functioning to verify correct operations and detect maintain records regarding all referrals and jobs and time involvement
- Provide timely response to all referrals and jobs with an initial notification of receipt of referral and the corrective intervention within 24 hours
- Providing secure access to the network for remote users
- Providing users with appropriate support and advice answering users inquiries regarding software and hardware operation to resolve problems
- Coordinate with the auxiliary IT service provider in managing crisis situations with the organizations IT
- Talking staff/clients through a series of actions, either face to face or over the telephone to help set up systems or resolve issues
- Providing monthly reports and other reports as requested by administration
- Providing diagrams, mapping and systems descriptions of organization IT setting up new users' accounts and profiles and dealing with password issues
- Testing and evaluating new technology, evaluating software or hardware, and recommend improvements or upgrades
- Develop work plans and goals submitted to administration for approval and track
 achievement levels in monthly reports making recommendations as needed regarding
 hardware, networking, software, updates, training, computer security issues, and
 additional technical details that may arise
- Adjusting to changing demands of the position and the ability to take on new and varying assignments sometimes with short notice
- Maintain equipment and supplies inventory
- Other duties as assigned

2. PERFORMANCE REQUIREMENTS:

The physical demands must be met to successfully perform the functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is required to see, talk and hear.

Because of the often strategic and sensitive matters associated with IT this positions requires that the employee possess excellent interpersonal and communication skills.

The employee will be subject to frequent standing, walking, sitting, use of their arms, hands and fingers, be able to reach with hands and arms, stoop, kneel, crouch or crawl.

The employee must be able to lift and/or move up to 50 pounds.

Specific vision is required by this position to include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

While performing the duties there may be frequent interruptions.

The noise level is usually moderate.

MACHINES/EQUIPMENT/TOOLS USED:

Computers

Technology Systems

Fax Machine

SAFETY EQUIPMENT (AVAILABLE):

Back Belt

Safety Eyewear

5. WORK EXPERIENCE REQUIREMENTS:

Experience with technical expertise coupled with an understanding of business and management principles.

In-depth knowledge of the programs and applications they use, typically Microsoft, Linux and Cisco technologies.

Microsoft Certified Software Engineer (MCSE) or the Microsoft Certified Systems Administrator (MCSA) qualifications (for Windows Server 2003-based solutions) or the Microsoft Certified IT Professional (MCITP) qualification (for newer technologies)

6. EDUCATION REQUIREMENTS

Bachelor's Degree from four year college or university in technology or with three years related experience and/or training or certification/licesence as necessary to preform IT tasks.

7. <u>CERTIFICATES, LICENSES & REGISTRATIONS</u>

Abuse and Criminal Background Check

Proof of educational and background experience

Statement of Good Health

Valid Florida Driver's License & reliable automobile

Current automobile insurance & willingness to operate personal automobile

8. STAFF DEVELOPMENT

Attend staff meetings

Attend relevant Inservices, Conferences, Seminars & Workshops

Employment Status:	(Mark one of the following)	Exempt	Non-Exempt □
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Job Description - 5/1/2013

Community Aging & Retirement Services, Inc., dba CARES Fiscal Assistant I – Job Description

Title-of Position	Fiscal Assistant I
Department/Project	Fiscal
Location	Administrative Office – Hudson
Immediate Supervisor	Chief Financial Officer
Effective Date	August 2018

Position Summary & Reporting Relationship:

Computerizes, classifies, records, verifies and maintains numerical data for use in maintaining financial records by performing the following duties.

Assist the Finance Director in all administrative duties related to al financial projects.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1. Compiles and sorts documents, such as invoices and checks, substantiating business transactions.
- Verifies and posts details of business transactions, such as funds received and disbursed, and totals accounts to ledgers or computer spreadsheets and QuickBooks databases.
- 3. Prepares vouchers, invoices, checks, account statements, reports and other records and reviews them for accuracy.
- Reconciles bank statements.
- 5. Monitors accounts payable and receivable to ensure that payments are up to date.
- 6. Reconciles and recommends resolution for report discrepancies and problems.
- 7. Coordinates and prepares pertinent information for external accounting firm and auditors.
- 8. Codes data for input to QuickBooks financial systems according to company's procedures.
- 9. Prepare programs co-pay monthly billing statements as well as private pay monthly billing statements.
- 10. Perform other duties as assigned by the Finance Director.

Competencies

- 1. Financial Management.
- 2. Technical Capacity.
- 3. Communication Proficiency.
- 4. Ethical Conduct.
- Collaboration Skills.
- 6. Flexibility.

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a clerical office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must occasionally lift or move office products and supplies, up to 25 pounds.

Filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5 p.m. Evening and weekend work may be required as job duties demand.

Travel

No travel is expected for this position.

Required Education and Experience

- 1. High school diploma or equivalent.
- 2. Some college or specific coursework tied to general principles of accounting.
- 3. Two years of general office experience.
- 4. Two to three years of related accounting experience, such as general ledger, A/R, A/P, and payroll.

Additional Eligibility Qualifications

None required for this position.

Work Authorization/Security Clearance (if applicable)

1. Must successfully complete State of Florida Level 2 Background and drug screenings.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

	ACKNOWLEDGEME	NT		
This job description	has been approved by all level	s of manageme	ent:	
President-CEO:	S-201			=
HR Director:	ž.	- 10		æ
	below constitutes employee's ntial functions and duties of the		of the	
Employee:		Date		ž ,
Employment Status:	(Mark one of the following) E	xempt N	lon-Exempt	Χ .

Receptionist
Administration
West Pasco
Director of Administrative Services
January 2020

Position Summary & Reporting Relationship:

Office work involving moderately complex procedures and a wide range of office skills. To serve as receptionist for the general public and perform other duties assigned at the office location.

1. Responsibilities:

Answer and screen all incoming calls.

Set up and maintain an easily accessible filing system.

Open all mail and ensure the timely distribution to all employees daily.

Update appointment calendars.

Coordinate office activities.

Collect and distribute parcels and other mail

Ensure positive reception for all clients, guests, and staff regarding incoming calls, promptly routing messages and maintaining the neatness of office location.

Operate copying equipment, telephone switchboard, and other office equipment.

Control inventory relevant to the reception area

Performs other office tasks as assigned by the Director of Administrative Services.

Complies with agency policies and procedures.

2. Performance Requirements:

Maintains productive working relationships with staff and volunteers.

Excel in telephone skills.

Able to maintain detailed written records.

Able to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals.

Strong customer service skills

Able to work on multiple activities simultaneously.

Able to organize, plan and set priorities.

Able to work under deadline pressures and scheduling demands.

Able to be flexible in performing responsibilities.

Frequently required to sit, stand, walk; use hands to finger, handle or feel objects; talk, hear and smell. Occasionally required to reach and stretch with hands and arms, and stoop or knee.

Must frequently lift and/or move 15 pounds. Occasionally may be required to lift and/or move 25 pounds or more.

3. Machine/Equipment:

Calculator Electric Letter Opener

Fax Machine

Photocopier Postage Machine Telephone

4. Safety Equipment:

Back Belt available.

5. Qualifications:

High school diploma.

Excellent written and verbal skills.

Strong employee/human relations and telephone skills.

Excellent attention to accuracy and details.

Ability to work under competing demands and time pressures.

Professional personal presentation

6. Working Conditions:

Work performance in an office setting.

Work day is 8:00 A.M. to 5:00 P.M. – Monday through Friday.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and, although rare, may occasionally be exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock.

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7. Staff Development:

Attend staff meetings.

Attend relevant In-Services and Seminars.

Employment Status: (Mark one of the following) Exempt ____ Non-Exempt ___ X __.

(Zip III) JOB DESCRIPTION Receptionist 1-06-2020

Title of Position	Adult Day Services Manager
Department/Project	Adult Day Services
Location	Pasco County
Immediate	Director of Adult Day Services
Supervisor	
Effective Date	June 2020

Position Summary & Reporting Relationship: Responsible for the operation and supervision of all components of the Adult Day Services Center in accordance with the corporation's policies and regulating agencies to provide a safe environment and person centered care for participants.

1. RESPONSIBILITIES:

Provides supervision of employees of Adult Day Services program in accordance with policies and procedures, develops work assignments and schedules. Does performance evaluations and continually evaluates center for staff needs.

Interviews, hires and trains new employees.

Ensures that Adult Day Services meets all requirements of DCFS, DOEA. and AHCA and other surveying and regulating bodies as appropriate.

Submits required reports accurately and in a timely manner.

Ensures maintenance, safety and good repair of physical plant and site.

Facilitates person centered care philosophy with staff

Evaluates referrals, conducts assessments of potential participants.

Supervises implementation of care plans, quarterly reviews and evaluates each participant's status on an ongoing basis. Records changes in participant's status or behavior. Facilitates team review meetings as needed for individual participants.

Responsible for the development and implementation of the center budget.

Maintains diverse reimbursement sources for profitability and financial stability within the program/services area.

Provides the marketing of the adult day service center to the community.

Supervises the activity coordinator or appropriate program activities.

Refers participants to community resources as appropriate.

Conducts or arranges for staff trainings or in-services

Participates in meetings and trainings as provided and appropriate.

Other duties as assigned by Director of Adult Day Services.

2. PERFORMANCE REQUIREMENTS:

Physical demands must be met to successfully perform the functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is required to see, talk and hear.

The employee will be subject to frequent standing, walking, sitting, use of their arms, hands and fingers, be able to reach with hands and arms, stoop, kneel, crouch or crawl.

The employee must be able to lift and/or move up to 50 pounds.

Specific vision is required by this position to include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Exposure to confused, potentially aggressive and upset individuals on a daily basis.

While performing the duties there may be frequent interruptions.

The noise level is usually moderate.

3. SUPERVISORY RESPONSIBILITIES:

Directly supervises all employees in the Adult Day Services Center.

Carries out supervisory responsibilities in accordance with policies and applicable laws.

Responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

4. MACHINES/EQUIPMENT/TOOLS USED:

Telephone, Smart Phone, Computer, Fax Machine, Scanner, Alarm System(s)

5. SAFETY EQUIPMENT (AVAILABLE):

Gloves, Masks, Micro Shield, Back Belt, Hair Net

6.	WORK EXPERIENCE REQUIREMENTS:
	Knowledge of Human Development including the process of aging.
	Excellent oral and written communications.
	Proficient on computer.
	Work efficiently under pressure with deadlines.
	Work effectively with community/statewide agencies.
	Maintain confidentiality.
7∈	EDUCATION REQUIREMENTS
	Bachelor's Degree from four-year college or university in Nursing, Gerontology, Social Work, Psychology, Counseling, Public Health or related field; or with five years related experience and/or training; or with a registered nurses license with one-year supervisory experience.
8.	CERTIFICATES, LICENSES & REGISTRATIONS
	Abuse and Criminal Background Check
	Proof of educational and experience background
	Statement of Good Health
	TB Test and signed physician statement within 45 days prior to employment
	Valid Florida Driver's License or Florida ID
9.	STAFF DEVELOPMENT
	Attend staff meetings
	Attend relevant In-services, Conferences, Seminars & Workshops
I have	e received a copy of this job description and understand the responsibilities and ements.
Emplo	oyment Status: (Mark one of the following) Exempt □ Non-Exempt □

Title of Position	Center Nurse
Department/Project	Adult Day Services
Location	East Pasco / West Pasco
Immediate Supervisor	Center Manager
Effective Date	3/2018

Position Summary & Reporting Relationship: Responsible for the nursing care and teaching participants and families/caregivers by performing the following duties.

1. RESPONSIBILITIES: Include the following. Other duties may be assigned.

Provides nursing care to each participant in the Adult Day Services Center, administers medication and treatment in accordance with physician orders, and continually assesses participants' status.

Initiate the care plan for each participant with other members of the adult day service staff.

Assist in development of the care plan at quarterly reviews.

Maintains documentation in nursing record, progress notes and quarterly review schedule.

Assumes responsibility and authority of the center manager in his or her absence.

Provides regularly scheduled programs for participants on nutrition, personal hygiene, physical fitness, medication and other related topics.

Participates in pertinent center meetings and in-service training.

Communicates with caregivers and health professionals.

Assists the Center Manager in coordinating program assistant duties and preparation of reports for funded programs.

Acts as the liaison between the participant/family and physician.

Monitors and maintains all medications and records.

Monitors health conditions of the participants.

2. PERFORMANCE REQUIREMENTS:

The physical demands must be met to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is required to see, talk and hear. The employee will be subject to frequent standing; walking; sitting; use of their arms, hands and fingers, be able to reach with hands and arms, stoop, kneel, crouch, or crawl. Must frequently lift and/or move up to 25 pounds and occasionally lift and/or move 50 pounds or more. Specific vision is required by this position to include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Exposure to confused, potentially aggressive and upset individuals on a daily basis. While performing the duties there may be frequent interruptions. The noise level is usually moderate. Have reliable transportation to and from work. Have the ability to maintain a high level of personal cleanliness, neatness and hygienic care.

3. MACHINES/EQUIPMENT/TOOL(S) USED:

Gloves

Masks

CPR Micro Shield Protective Eyewear

Hairnets

Protective Outerwear

Closed Shoes Back

Back Belt Support

4. QUALIFICATIONS:

Knowledge of current principles, methods and standards of nursing.

Knowledge of human development, including the process of aging.

Knowledge of community health and medical resources.

Skill in effective oral and written communications

Skill in supervising, evaluating and monitoring staff.

Ability to develop and conduct training workshop.

Ability to maintain employee, client and corporation confidentiality.

5. EDUCATION REQUIREMENT:

Two year certificate from a college or nursing school or Bachelor' Degree in Nursing. Must have a current Florida RN or LPN Licensure in good standing. Prior experience working with the elderly is preferred.

6. CERTIFICATE, LICENSES, REGISTRATIONS:

Abuse and Criminal Background Check

Florida Registered Nurse or Licensed Practical Nurse

Statement of Good Health

TB Test and signed physician statement within 45 days prior to employment

CPR Certification as required by A.H.C.A.

First Aid Training

Employment Status: (Mark one of the following) Exempt □ Non-Exempt ⊠	
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Community Aging & Retirement Services, Inc., dba CARES			
Job Description	Job Description		
Title of Position	Activity Coordinator		
Department/Project	Adult Day Services		
Location	East Pasco & West Pasco		
Immediate Supervisor	Center Manager		
Effective Date	3/2018		

Position Summary & Reporting Relationship: Plans, organizes, directs and conducts therapeutic recreational and specialized activity programs designed to be meaningful and personcentered care. Oversees program assistants in the implementation of activities under the supervision of the Center Manager in accordance with the Agency for Health Care Administration, Department of Elder Affairs and other regulatory entities.

1. RESPONSIBILITIES: Include the following. Other duties may be assigned.

Provides supervision, direction and training in the implementation of the person-centered care activities program to Program Assistants.

Works in partnership with contracted staff, volunteers and new employees.

Recruits and works with volunteers

Plans, organizes and implements person centered care activities that to consist of educational, recreational, leisure and social activities and will engage participants.

Varied activity programs based on functional needs of participants and have therapeutic value.

Completes and reviews activity calendars with Center Manager and program assistants for appropriate activities and variety in a timely manner.

Collaborates with center nurse in the planning of activities and communication of participant updates or changes in conditions.

Identifies, contacts and schedules community resources in providing activities.

Interviews participants for interests, likes, dislikes and ability to contribute to individualized care plans and quarterly reviews.

Provides personal care assistance to participants including assisting in ambulation to and from activities, restroom and feeding under the supervision of the center nurse.

Coordinates and assists in the food service under the Adult Care Food Program.

Assists with the preparation of reports associated with the funded programs.

Maintains inventory and orders materials as needed.

Attends and participates in meeting and trainings.

Able to fill in staffing vacancies at other centers when needed

Other duties as assigned by Center Manager

2. PERFORMANCE REQUIREMENTS:

The physical demands must be met to successfully perform the functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is required to see, talk and hear. The employee will be subject to frequent standing; walking; sitting; use of their arms, hands and fingers, be able to reach with hands and arms, stoop, kneel, crouch, or crawl. Must frequently lift and/or move up to 25 pounds and occasionally lift and/or move 50 pounds or more. Specific vision is required by this position to include close vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Exposure to confused, potentially aggressive and upset individuals on a daily basis. While performing the duties there may be frequent interruptions. The noise level is usually moderate. Have the ability to maintain client and corporation confidentiality. Have reliable transportation to and from work. Have the ability to maintain a high level of personal cleanliness, neatness and hygienic care.

3. MACHINES/EQUIPMENT/TOOL(S) USED:

Telephone

Computer VCR/DVD/CD

Fax Machine

Thermometer

Photocopier Internet

Television

Microwave Coffee Maker Freezer/Refrigerator Convention Oven

4. SAFETY EQUIPMENT (AVAILABLE):

Gloves

Masks

CPR Micro Shield

Hairnets

Protective Outerwear

Protective Eyewear

Closed Shoes

Back Belt Support

5. WORK EXPERIENCE REQUIREMENTS:

- Knowledge of the process of aging.
- Skill in oral and written communications.
- Ability to learn and implement a variety of therapeutic recreational activities.
- Ability to lead small and large group activities.
- Knowledge of activity development that is age appropriate.
- Prior experience in working with the elderly in the capacity of activities.

6. EDUCATION REQUIREMENTS:

- High School Diploma or GED
- National Certification Council for Activities Professionals preferred.

7. <u>CERTIFICATES, LICENSES & REGISTRATIONS</u>:

- Abuse and Criminal Background Check.
- Proof of education or experience.
- Statement of Good Health.
- TB Test and signed physician statement within 45 days prior to employment.
- CPR Certification as required by A.H.C.A.
- First Aid Training
- Valid Florida Driver License

8. STAFF DEVELOPMENT:

- Attend Staff Meetings
- Attend relevant In-services, Conference, Seminars and Workshops.

Employment Status:	(Mark one of the following)	Exempt	Non-Exempt	\boxtimes	×
	(- · · · - · · · · · · · · · · · · ·		

Title of Position	Case Coordinator / Intake Coordinator/Assessor		
Department/Project	OAA Homemaker and Chore Intake Program		
Location	Pasco County		
Immediate Supervisor	Programs Accountability Supervisor		
Effective Date	June 1999		

Position Summary & Reporting Relationship:

Responsible for initial and annual re-assessment of Homemaker and Chore Program clients for appropriateness of Homemaker and Chore services, the development of service plans and initiation of service requests. Receives and processes all referrals for OAA and LSP services. Coordinates the flow of all information regarding referrals to the case manager and maintains records concerning the Care Management Department wait list for OAA programs.

1. Responsibilities:

Completes client assessment in client's residence identifying needs, problems, strengths, weaknesses and resources available to Homemaker client.

Develops individual service plan with client and/or significant other.

Advises clients of their right to appeal and reviews appeals process.

Initiates service request for Homemaker and Chore services indicating duration and frequency of service.

Compiles and maintains progress notes on service provision as well as other documentation as needed.

Completes annual re-assessment to determine continued need for Homemaker or Chore services.

Maintain accurate records for quarterly and federal fiscal year report purposes.

Provides direction and supervision to Homemaker/Chore Program support staff.

Case Coordination and Intake Responsibilities

Receives referrals by the ADRC, telephone, mail, fax and walk-in and determines the urgency of the person(s)/applicant(s) need, the type of assistance requested, eligibility for services and prioritizes the client using the DOEA Intake Screening and Assessment Form (701A or S) and CARES addendum forms.

Forwards completed intake, screening and assessment Form DOEA (701A/S) and CARES Intake, Screening and Assessment Addendum

Forms to CIRTS Data Entry worker in order to establish risk score and waiting list status.

Updates clients' wait list records (i.e. DOEA 701A or S and CARES Intake Screening and Assessment Addendum Forms) and terminates the names of clients no longer in need of services and forwards said information to CIRTS Data Entry worker for appropriate action.

Provides information on community resources and CARES services to individuals making referrals or inquires for services.

Maintains a record of those individuals referred for service(s) but removed for the wait list.

Identifies situations/referrals which require urgent intervention and notifies appropriate person/organization (i.e. Immediate Supervisor, Adult Protective Services, GCCC Geriatric Crisis Response Team, etc.).

Maintains a log/record on all referrals taken and completes required monthly record/report of billable Case Management units and submits same to CIRTS Data Entry worker at scheduled time (i.e. by the 5th of the month following the month in which billable activities took place).

Attends and participates in CARES Community Care Department staff meetings and in-service trainings.

Performs related duties as assigned by management.

2. Performance Requirements:

Must communicate effectively with staff, clients, caregivers and the public over the phone and in person.

Must write legibly.

Must on occasion allay anger, frustration and fear in callers and clients. Must tolerate work related emotional/mental pressure regarding inquirer's crisis. Must continuously handle the stress of multiple calls from distressed people.

Must tolerate sitting for extended periods of time, on a daily basis.

Must exhibit flexibility and demonstrate willingness to meet changing program needs.

Must fill out required forms and complete paperwork in an accurate and timely manner.

Must perform basic mathematical computations.

Must occasionally lift and carry supplies weighing up to 10 pounds.

Must read and respond to messages (telephone, fax, written and e-mail) in a timely manner.

Must attend and participate in in-service training per DOEA requirements.

Must comply with all CARES' Personnel Policies and CARES' Community Care Department Policies and Procedures.

Must observe and follow CARES' Safety Manual policies and procedures.

3. Machine/Equipment/Tool(s) Used:

Telephone

Computer

Calculator

Security System

Photocopier

Postage Machine

Fax Machine

Personal Auto

4. Safety Equipment:

Black Belt available

5. Qualifications:

A BS or BA in Social Work, Sociology, Gerontology, Psychology or related field is required. However, a combination of training, education and experience which provides the required knowledge, skills and abilities is acceptable if the formal educational requirements listed above are waived following approval by the Area Agency on Aging.

Knowledge of eligibility criteria for CARES Community Care Department services/programs.

Knowledge of community resources for the elderly and their eligibility criteria.

Knowledge of the problems and limitations of vulnerable elderly.

Skilled in effective oral and written communications.

Ability to interview effectively and efficiently.

Ability to establish and maintain effective working relationships with staff, clients and referral sources.

Ability to identify crisis situations that require attention and to act accordingly by referring to appropriate sources.

Ability to maintain client and agency confidentiality.

Valid Florida Driver's License and reliable transportation.

Current automobile insurance.

6. Working Conditions:

Indoor work primarily with some outdoor work occasionally required.

Exposure to a variety of home/residential environments.

Exposure to distraction of staff activity in room shared by others.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and although rare, may occasionally be exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock.

Hours of work:

8:00 AM to 5:00 PM

Monday through Friday – If Full Time Specific Schedule days – If Part Time

7. Staff Development:

Attend staff meetings and required in-service trainings.

Attend relevant conferences or seminars.

Employment Status:	(Mark one of the following)	Exempt	Non-Exempt_	X

Title of Position	Homemaker		
Department/Project	Home Health Department		
Location	East & West Pasco		
Immediate Supervisor	Home Care Administrator		
Effective Date	August 1, 1999		

Position Summary & Reporting Relationship:

To be responsible and held accountable for the performance of specific home management duties for clients in their homes, in accordance with agency and departmental policies and procedures.

1. Responsibilities:

Provides only non-personal, non-nursing care to the client – no hands-on personal care services.

Performs only those homemaking tasks designated on a written Instruction Sheet prepared by the RN/Case Manager.

Performs the functions generally undertaken by the customary Homemaker, including preparation of meals, laundry, shopping, changing bed linens, dusting and vacuuming, wet mopping, cleaning bathroom and kitchen areas including appliances, ironing and mending clothing — as designated by RN/Case Manager.

Maintains the home in an optimum state of cleanliness and safety depending on family resources.

Plans prepares and serves nutritious meals according to the client's needs.

Shops for food and household supplies necessary to meet client's needs.

Involves the client and/or family whenever possible in all activities.

Seeks guidance from the Service Coordinator or RN/Case Manager whenever in doubt.

Respects the confidentiality of clients and families served.

Uses proper body mechanics at all times.

Observes client's general mental and physical condition and reports important changes, any unusual incidents or changes in the client's behavior to the RN/Case Manager.

Reports to the Service Coordinator or RN/Case manager any incidents or problems related to his/her work or incidents or problems related to the client's family.

Completes required reports and work records accurately and on time.

CARES JOB DESCRIPTION: PAGE TWO

Uses equipment and supplies effectively and efficiently.

Informs Service Coordinator when schedule changes are necessary.

Performs other duties as assigned.

Complies with departmental and agency policies and procedures.

2. <u>Performance Requirements:</u>

Must drive a vehicle in the performance of job responsibilities.

Able to follow oral and written instructions.

Able to read and understand safety rules, operating and maintenance instructions, food labels, recipes and procedure manuals.

Able to speak effectively to clients and to communicate by phone with office staff and other persons.

Able to write clearly and keep simple records.

Able to deal with minor emergencies, to work under stress when a crisis occurs and to know when and where to seek help.

Able to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions and decimals.

Able to apply common sense understanding to carry out instructions furnished verbally or in writing.

Able to accept and work under supervision as a member of the health care team.

Frequently required to stand, walk, sit, talk, hear and smell; use hands to finger, handle or feel objects, tools or controls; reach and stretch with hands and arms; stoop, kneel, crouch or crawl.

Must frequently lift and/or move up to 25 pounds and occasionally lift and/or move 50 pounds or more

3. Machine/Equipment/Tool(s) Used:

Vacuum

Dishwasher

Iron

Wet Mop and Pail Washing Machine

Garbage Disposal Refrigerator Needle and Thread

Clothes Dryer

Stove

Duster Broom

Toilet Bowl Cleaner

Cleaning Cloths

4. Safety Equipment:

Back Belt Safety Glasses CPR Microshield Gloves

5. Qualifications:

High School Diploma with one year experience in home health or homemaking.

Valid Florida driver's license, a reliable automobile, current automobile insurance and be willing to operate personal car.

Must receive 16 hours of training in topics related to human development and interpersonal relationships, nutrition, marketing, food storage, use of equipment and supplies, planning and organizing of household tasks, principles of cleanliness and safety, record keeping and emergency procedures.

Emotional and mental maturity.

Physical examination which includes required health statement done within the past six months. The results of tuberculin skin test or chest X-ray done within the last six months.

6. Working Conditions:

Work performance in various home, store and/or laundry environments.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and risk of electric shock.

7. Staff Development:

Required to have a minimum of four hours of in-service training annually. (six to eight hours is preferred)

Attend required agency and departmental in-services as well as other relevant training sessions.

Employment Status:	(Mark one of the following)	Exempt	Non-Exempt_	X

Title of Position	Chore Worker
Department/Project	Chore Department
Location	Pasco County
Immediate Supervisor	Program Accountability Supervisor
Effective Date	January 2018

Position Summary & Reporting Relationship:

Perform various maintenance and custodial functions at the client's home setting as outlined in DOEA Programs and Services Manual and determined by program supervisory staff on Chore work order.

1. Responsibilities:

Perform tasks such as house cleaning, carpet cleaning, oven cleaning, cleaning and washing walls, windows, screens, and mobile trailers, yard work, weeding, mowing grass, pruning shrubbery, essential and related errands, lifting and moving heavy furniture, and simple household repairs.

Operate equipment and vehicles employing proper use and safety cautions.

Accept and follow supervisory guidance and work cooperatively with co-workers.

Correctly complete all appropriate service documentation and record keeping.

Ensure program clients are provided information regarding donation procedures for services rendered, including the receipting of actual client donations for submitting to Direct Service Clerk at the completion of the day.

Report promptly to the supervisor any changes in the client's situation.

Respect the confidentiality of clients and families served.

Participate in staff/training meetings as scheduled.

Perform other duties as assigned by the Chore Supervisor or Direct Service Supervisor.

Adhere to agency policy and procedures.

2. Minimum Qualifications:

High school diploma or equivalent preferred; one-year related experience.

Valid Florida driver's license and good health.

Ability to read, write, and follow written or verbal instructions.

Ability to lift and/or move 25 pounds on a regular basis and lift and/or move 50 pounds on an occasional basis.

3. **WORKING CONDITIONS:**

Work at the Client's home setting performing various tasks as described under responsibilities.

4. <u>SAFETY EQUIPMENT:</u>

Back Belt CPR Microshield Protective Eyewear

5. **STAFF DEVELOPMENT:**

Attend Staff Meetings Attend relevant In-services

Employment Status: (Mark one of the following) Exempt _____ Non-Exempt __X

Title of Position	CIRTS Data Entry Specialist		
Department/Project	Care Management		
Location	Pasco County		
Immediate Supervisor	Program Director		
Effective Date	March 2018		

Position Summary & Reporting Relationship:

Reporting to and under the supervision of Program Director receives and assembles information for input in CIRTS. Inputs data/information in CIRTS and retrieves CIRTS and e-mail data/information for appropriate individuals and specific program purposes.

1. Responsibilities:

Enter in CIRTS client specific data from original DOEA 701A and 701B for enrollment and wait list purposes.

Enter in CIRTS defined care plan data for enrolled ADI, CCE, HCE, LSP and OAA participants.

Enter in CIRTS received service data in aggregate and client specific manner for unit cost reimbursement and Home Care for the Elderly caregiver/client payment.

Query CIRTS to produce specific reports.

Enter and retrieve e-mail information for appropriate individuals.

Assist in the coordination of the flow of CIRTS data/information for supervisors, fiscal staff, and program personnel (i.e. care managers, case aids and OAA office staff).

Reproduce necessary data, records and/or other materials for record keeping or other departmental purposes.

Maintain records, data and information in an orderly or systematic manner.

Other duties as determined by immediate supervisor.

2. <u>Performance Requirements:</u>

Must accurately enter required data elements at an efficient rate and in a timely manner.

Must be able to enter data for prolonged periods of time using a computer terminal.

Must exhibit flexibility and demonstrate willingness to meet changing program needs.

Must comply with all CARES Personnel Policies and Project/Department rules.

Must observe and follow the provisions of CARES accident prevention/safety procedures and reporting of injury, accident and incident policies.

Must be able to lift and carry supplies or file boxes weighing up to 20 pounds.

3. Machine/Equipment/Tools(s) Used:

Calculator
Computer
Copy Machine
Fax Machine
General Telephone System
Postage Meter

4. Safety Equipment:

Fire Extinguisher First Aid Kit

5. Qualifications:

Knowledge of DOEA CIRTS guidelines and procedures.

Ability to operate, or learn to operate efficiently, the existing CIRTS software program.

Ability to work efficiently under pressure and with deadlines.

Ability to establish and maintain effective working relationships with staff.

Ability to organize and maintain records.

Ability to work effectively with community and statewide agencies.

Ability to maintain department, agency and client confidentiality.

6. Working Conditions:

Requires working in shared office setting

Requires prolonged sitting, typing and working with computer terminal.

Schedule of work subject to change to meet program needs.

Hours of work are between 8:00 AM and 4:30 PM.

7.	Staff Development:

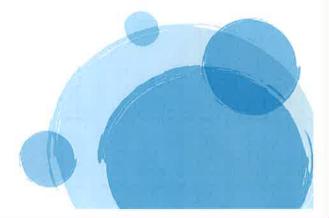
Staff development includes staff meetings, pre-service and in-service training and attendance at relevant conferences and seminars.

Employment Status: (Mark one of the following) Exempt _____ Non-Exempt ____ X



CARES 2019 & 2020 Outside Monitoring Reports

Attachment VI





Richard Prudom Secretary

June 11, 2020

Mary Stahl

Program Accountability Supervisor

Community Aging & Retirement Services, Inc.
12417 Clock Tower Parkway

Hudson, FL 34667

Dear Ms. Stahl,

Thank you for the courtesy and cooperation you extended to our representative during the June 2020 Adult Care Food Program (ACFP) desk review. The purpose of this review was to assess your organization's administration of the ACFP and to provide technical assistance to strengthen Program management and integrity.

Our reviewer examined ACFP documentation such as income eligibility forms, enrollment forms, master enrollment lists, attendance records, meal count records, menu records and food service cost records. The review focused on the records supporting your February 2020 claim for reimbursement. We also assessed compliance with civil rights requirements.

As per our phone conversation, case numbers will be added to Meal Benefit Income Eligibility forms. Community Aging & Retirement Services is not adding labor force and monitoring hours to monthly claims. Sponsor organizations should be reporting these expenses on a monthly basis. Y6111 Food Service Annual Budget includes \$68,310 in administrative expenses, and \$22,700 in food service labor cost. These expenses should be reflected on monthly claim submission.

We appreciate your efforts in ensuring proper management and integrity of the Program.

If you have any questions, you can contact me at 850-414-2122 or via e-mail at gongoral@elderaffairs.org

Sincerely,

Lucila Gongora, FCCM

4040 Esplanade Way, Tallahassee, FL 32399-7000 Phone: (850) 414-2000 | Fax: (850) 414-2004 | TDD: (850) 414-2001 visit us at: elderaffairs.org In accordance with 7 CFR Part 226.6(k), the Florida Department of Elder Affairs (DOEA), Adult Care Food Program, has established the following procedures which should be used by an appellant (institution and responsible principals/individuals) requesting a review of administrative action taken by the Florida Department of Elder Affairs. These procedures are hereby provided annually to all institutions and responsible principals/individuals at the time of notification of an administrative action and any other time as requested.

ADMINISTRATIVE ACTIONS WHICH MAY BE APPEALED

- Application denial*
- Denial of a institution's facility application (site application)*
- Notice of Proposed Termination
- Notice of proposed disqualification of a responsible principal/individual
- Suspension of participation due to health or safety reasons or submission of false or fraudulent claim
- Denial of all or a part of an institution's claim for reimbursement [except for a denial based on a late submission under 226.10(e)]
- Demand for the remittance of an overpayment
- Any other action of the State Agency affecting a institution's participation or its claim for reimbursement

PROCEDURE FOR FILING REQUEST FOR APPEAL

Request for an appeal by an institution and responsible principals/individuals must be submitted in writing and received no later than fifteen (15) days from the date of receipt of action. A request for an appeal shall be mailed or filed in person with

 Ms. Madeleine Nobles, Hearing Officer/Administrative Review Official Florida Department of Elder Affairs
 4040 Esplanade Way, Suite 280L Tallahassee, Florida 32399-7000

Contents of Written Request for an Appeal: The institution and responsible principals/individuals must submit a written request for an appeal that clearly identifies the administrative action or actions that are being appealed, the basis for filing an appeal, and the specific reasons why an appeal is being flied. The institution and responsible principals/individuals may refute the findings contained in the notice of action in person at a hearing, or by submitting written documentation to the Hearing Officer/Administrative Review Official, or both. If the institution and responsible principals/individuals wish to submit information and documentation that supports the request for an appeal by showing grounds on which the appeal is being sought from the administrative action, this information and documentation must be submitted to the Hearing Officer/Administrative Review Official no later than thirty (30) days from receipt of the notice of action.

The Florida Department of Elder Affairs will acknowledge the receipt of the request for an administrative review within ten (10) days of receipt of the request.

The institution and the responsible principals and responsible individuals may retain legal counsel, or may be represented by another person.

Any information on which the State Agency's action was based must be available to the institution and the responsible principals and responsible individuals for inspection from the date of receipt of the request for an administrative review.

The institution and the responsible principals and responsible individuals may refute the findings contained in the notice of action in person or by submitting written documentation to the administrative review official. In order to be considered, written documentation must be submitted to the Hearing Officer/Administrative Review Official not later than thirty (30) days after receipt of the notice of action.

If the institution's representative, or the responsible principals or responsible individuals or their representative, fail to appear at a scheduled hearing, they waive the right to a personal appearance before the Hearing Officer/Administrative Review Official, unless the Hearing Officer/Administrative Review Official agrees to reschedule the hearing. A representative of the State Agency must be allowed to attend the hearing to respond to the testimony of the institution and the responsible principals and responsible individuals and to answer questions posed by the Hearing Officer/Administrative Review Official. If a hearing is requested, the institution, the responsible principals and responsible individuals, and the State agency must be provided with at least ten (10) days advance notice of the time and place of the hearing.

The institution and the responsible principals and responsible individuals must be permitted to contact the Hearing Officer/Administrative Review Official directly if they so desire.

The Hearing Officer/Administrative Review Official will make a determination based solely on the information provided by the State Agency, the institution, and the responsible principals and responsible individuals, and based on Federal and State laws, regulations, policies, and procedures governing the Program. The Hearing Officer/Administrative Review Official will inform the State Agency, the institution's executive director, chairperson of the board of directors, responsible principals, and responsible individuals of the outcome of the hearing within sixty (60) days.

The determination made by the Hearing Officer/Administrative Review Official is the final administrative determination to be afforded the institution and the responsible principals and responsible individuals.

*Abbreviated Appeal: The State Agency will limit the appeal to a review of written submissions concerning the accuracy of the State agency's determination A. if the application was denied or B. the State agency proposes to terminate the institutions' agreement because: 1. the information submitted on the application was false 2. the institution, one of its facilities, or one of the principals or the institution or its facilities are (i) on the national disqualified list, or (ii) are ineligible to participate in any other publicly funded program by reason of violation of the requirements of the program or (iii) if one of the responsible principals or responsible individuals has been convicted for any activity that indicates a lack of business integrity.

COVID-19 Modified Review Form

Desk Audit

Date:	6/	1	0/	2	0	2	Q

Provider Name/Contract Number: Y6111

ACFP Representative Conducting Review: Community Aging & Retirement

PROGRAM ADMINISTRATION	YES	NO	N/A	PROCEURE MANUAL REFERENCE(S)	COMMENTS
 The center/facility uses current DOEA provided forms or afternate forms approved by DOEA. 	1			All chapters	
The center/facillty has on file and utilizes all pertinent program information and documents from the USDA and DOEA.	/			Policy Memo Dissemination	Documents are well organized
 The center/facility has written policies and procedures that assign program responsibilities and duties as it pertains to ACFP.* 	/			58A-6.006(2), F.A.C	Provider will need to add ACFP time to job descriptions, monitoring . USDA request to report time in %
 The ACFP is directly managed by the center/facility; no portion of the program management is subcontracted. 	/			Section 5.1, 6.1	
5. The center/facility emergency preparedness plan is sufficient to ensure that providers are reimbursed and disruption of ACFP services is minimized during emergencies.	/			Chapter 429, Part III & Chapter 58A- 6.011, F.A.C.	Copy on file
 Copies of all records pertaining to the ACFP in Florida are maintained in an office located within the State of Florida at all times. 	<			Section 5.1, 6.1	

7. All ACFP records are maintained for at least the current fiscal year and the six prior fiscal years.*	V			Section 5.1, 6.1	
8. All records pertaining to any unresolved audits or reviews are maintained for a minimum of the current fiscal year and six prior fiscal years or until all outstanding issues are resolved.*	V			Section 5.1, 6.1	
Meal types and times submitted by the center/facility meet all DOEA requirements. Any exceptions have been approved in writing by DOEA.	V			Section 3.1, 7.1, 7.5	
 A written individual plan of care is developed and maintained for every functionally impaired participant. 	V			Section 2.5	
11. The sponsor submits Change Forms and accompanying documentation when any information changes on the center/facility's application form.			V	Section 3.2	No changes on record
12. Daily point of service meal count only includes ACFP eligible clients.*	V			Section 8.15	¥
13. The center/facility receives only ACFP funds for meals claimed.*	V			Section 6.12	
ELIGIBILITY DETERMINATIONS	YES	NO	N/A	PROCEURE MANUAL REFERENCE(S)	COMMENTS
15. The center/facility ensures that each adult whose meals are claimed for reimbursement is age-eligible to participate in the ACFP.*	Z		П	Section 2.5	
17. The center/facility accurately completed the Meal Benefit Income Eligibility Form. (See attached Participant Application & Roster Review form).*		V		Sections 2.5, 10.4	Provider will add case numbers for all free and reduced price participants

19. Current and complete enrollment forms and daily attendance forms are on file for all adults participating in the ACFP.*	V			Sections, 8.14, 8.15, 10.7	
CLAIM REVIEW AND EDITS	YES	NO	N/A	PROCEDURE MANUAL REFERENCE(S)	COMMENTS
20. The center/facility ensures the monthly claim information is accurate, the meals claimed are eligible for reimbursement, and that adequate documentation (meal count worksheets, daily attendance sheets, and enrollment rosters) support the provider's claim.*	V			Sections 4.6, 4.7, 4.8, 8.6, 9.10	
21. The center/facility cost is not in excess of three months of operating budget.	V			Section 9.6	٠
22. The center/facility correctly designates the meal reimbursement.	V			Sections 4.6	
23. The information on the Point of Service forms is accurate and supports the claim. (See Daily "Point of Service" Meal Count form).	Z			Sections 5.1, 9.10, 6.3	Copy on file
24. Claims for reimbursement are received by the 15th of the month following claim month from the center/facility.*		V		Section 4.3	Provider should submit clalms by 15 of each mor
25. The center/facility has the one-time exception available for submitting a claim.	V			Section 4.3	
26. Revised claims are filed when necessary and within the required time frames.*			V	Section 4.3	
TRAINING	YES	NO.	N/A	PROCEDURE MANUAL REFERENCE(S)	COMMENTS

32. Mandatory training, which includes all required topics, is provided for the center/facility new ACFP staff upon hire, and for all center/facility ACFP staff at least annually.*	Z			Section 6.6	Copies on file
MONITORING / OVERSIGHT	YES	NO	N/A	PROCEDURE MANUAL REFERNCE(S)	COMMENTS
33. Each adult day care has a current AHCA license or contract to administer mental health day services.*	V			5ections 9.4, 3.2	Claude Pepper expired 12/28/2021. Crescent expired 1/03/2022
36. The center/facility's prior programmatic review was without deficiencies/serious deficiencies.	Z			DOEA Internal Check, 9.16	
37. The center/facility's deficiencies/serious deficiencies remain corrected per the CAP submitted to DOEA. There are no repeat findings during review.*			V	DOEA Internal Check, 9.16	
MEAL SERVICE MONITORING	YES	NÖ	N/A	PROCEDURE MANUAL REFERENCE(S)	COMMENTS
39. The current meal service contract is approved by the ACFP office.	V			F.A.C 58A-6 Section 11.1	140
40. Records Indicate meals served meet the ACFP meal pattern.	V			Sections 7.1, 8.10	
FINANCIAL MANAGEMENT	YES	NO	N/A	PROCEDURE MANUAL REFERENCE(S)	COMMENTS
46, The center/facility has adequate funding to meet financial obligations due to any reclaims or unexpected expenses. If a line of credit is secured, ACFP funds and property are not used as collateral.	/			Section 9.12	

47. Administrative expenses are specified in the budget and are allowable, reasonable, necessary, and appropriately documented.	Section 9.12	
48. Monthly expenditure records are maintained, and support claim(s) reviewed regarding food costs, non-food supply costs, labor costs, administrative costs, and non-expendable costs. (See attached ACFP Monthly Expenditures Worksheet and Allowable Food Cost Review Form).	Sections 8.2, 8.3,9.6, 9.12	Y6111 does not add labor, and monitoring hours to February's claim, and in general to monthly claims. Provider will need to add labor force and monitoring costs to operating and administrative expenses.
Comments: Program Is very well managed by Supervisor. Two	Issues will need corrections; p	rovider will include case numbers to Meal Benefit Income Eligibility Forms. Monthly claims. AHCA licenses up to date.
ACFP Representative: Lucila Gongora	Date: 6/1	11/2020
Sponsor Representative:	Date: _	
ACEP Supervisor Review:	Dat	e:

Age	ncy fo	or Health Care Adminis				
AND	EMENT PLAN C	OF DEFICIENCIES OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	1	E CONSTRUCTION	(X3) DATE SURVEY COMPLETED
			AD12962090	B. WINO		12/19/2019
NAME	E OF PF	ROVIDER OR SUPPLIER	STREET AL	DRESS, CITY, STA	ATE, ZIP CODE	
CAR	ES			TH STREET TY, FL 33526		
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AHCA FO	orm 30: TORY D	20-0001 IRECTOR'S OR PROVIDER/S	UPPLIER REPRESENTATIVE'S SIGNATURE		TITLE	(X6) DATE

STATE FORM

ROBA

if continuation sheet 1 of 1

NAME OF PROVIDER OR SUPPLIER STREET ADDRESS, CITY, STATE, ZIP CODE 6640 VAN BUREN ST NEW PORT RICHEY, FL 34653 (X4) ID SUMMARY STATEMENT OF DEFICIENCIES ID PROVIDER'S PLAN OF CORRECTION (EACH DEFICIENCY MUST BE PRECEDED BY FULL PREFIX (EACH CORRECTIVE ACTION SHOULD BE CO	STATEMENT AND PLAN C	FOF DEFICIENCIES DE CORRECTION	Itration (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X2) MULTIPLE C A. BUILDING:	ONSTRUCTION	(X3) DAT COM	E SURVEY IPLETED
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DEPARTMENT OF VETERANS AFFAIRS JAMES A. HALEY VETERANS HOSPITAL 13000 BRUCE B. DOWNS BLVD. TAMPA, FLORIDA 33612

June 3, 2019

Mary Stahl, Program Manager CARES Adult Day Services Center 12417 Clock Tower Pkwy Hudson, FL 34667

Dear Ms. Stahl:

This letter reports the findings of the annual survey of Crescent Center in Dade City by James A. Haley Veteran's Hospital conducted on May 23, 2019, by the following VA staff members:

Louis Abrams, RN

Nursing/Administration

Jamie Morgan, RD

Dietary

Dave Vasquez

Fiscal

Larry Horn

Fire/Safety

Elizabeth Provenzano, LCSW

Social Work

Kimberly Peatee, , CTRS

Recreational Therapy

All disciplines recommend approval of continued contracted services from Crescent Center for Adult Day Health Care. No deficiencies were noted on the Florida Adult Day Care Center survey tags. The team members agree that the center is managed to the highest standards. No recommendations or problems identified by any of the team members.

Thank you for the assistance that you provided to the team. We look forward to our continued relationship with your center. For questions please contact Elizabeth Provenzano, LCSW (813)972-2000 ext 7456.

Sincerely

CHARLENGERO, ECOW)
Elizabeth Provenzano, LCSW

Non Institutional Care Coordinator

13000 Bruce B, Downs Blvd

Tampa, FL 33612

Phone (813)972-2000 ext 7456

Fax (813) 631-3156



DEPARTMENT OF VETERANS AFFAIRS JAMES A, HALEY VETERANS HOSPITAL 13000 BRUCE B, DOWNS BLVD, TAMPA, FLORIDA 33612

June 3, 2019

Mary Stahl, Program Manager CARES Adult Day Services Center 12417 Clock Tower Pkwy Hudson, FL 34667

Dear Ms. Stahl:

This letter reports the findings of the annual survey of Claude Pepper Senior Center in New Port Richey by James A. Haley Veteran's Hospital conducted on May 30,2019, by the following VA staff members:

Louis Abrams, RN

Nursing/Administration

Jamie Morgan, RD

Dietary

Dave Vasquez

Fiscal

Larry Hom

Fire/Safety

Elizabeth Provenzano, LCSW

Social Work

All disciplines recommend approval of continued contracted services from Claude Pepper for Adult Day Health Care. No deficiencies were noted on the Florida Adult Day Care Center survey tags. The team members agree that the center is managed well and the participants appear to enjoy their time at the center. The VA team found no discrepancies or issues to correct during this annual inspection.

Thank you for the assistance that you provided to the team. We look forward to our continued relationship with your center. For questions please contact Elizabeth Provenzano, LCSW (813)972-2000 ext 7456.

w Hear

Sincerely

Elizabeth Provenzano, LCSW

Non Institutional Care Coordinator

13000 Bruce B. Downs Blvd

Tampa, FL 33612

Phone (813)972-2000 ext 7456

Fax (813) 631-3156

STATEMENT OF DEFICIENCIES	÷	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER:	(X3) DATE SURVEY COMPLETED	
		HH19967959	02/20/2019	XVIII - I
NAME OF PROVIDER OR SUPPLIER CARES		STREET ADDRESS, CITY, STATE, ZIP C 12417 CLOCK TOWER PARKY		
		HUDSON, FL 34667		

SUMMARY STATEMENT OF DEFICIENCIES (FINDINGS PRECEDED BY TAGS AND REGULATORY IDENTIFYING INFORMATION)

0000 - INITIAL COMMENTS

An Initial licensure survey was conducted at CARES, a home health agency located in Hudson, FL from 2/18/19 - 2/20/19.

There were no deficiencies cited at CARES home health agency on the dates of the survey.

LICENSE # PENDING

Agency for Health Care Administration

Home and Community-Based Assessment Tool

Non-Residential Settings





TABLE OF CONTENTS

Section 1 – Presumptively Institutional

Section II – HCBS Characteristics

1. Community Integration

2. Respect, Rights, and Choice

3. Employment

Section III - Signatures



REVIEWER:	Reviewer Name:	Stephen Christian
	Reviewer Contact Information:	ion; Stephen.christian@wellcare.com
	Date of Review:	10:30 AM
PROVIDER:	Name:	Cares (Community Aging and Retirement Services, Inc)
	Medicaid ID Number:	
	Туре	
		□ Other -
	Address:	6640 Van Buren Street, New Port Richey, FL 34653
	County:	Pasco
	Location:	⊠ Urban
		□ Rural

PROVIDER	Name:	Trina Briner
CONTACT:	Telephone Number:	727 844 3077
	Email Address:	tbriner@caresfl.org

Number of Direct Staff:	9	
Setting Capacity:	09	
umber of Individuals	Waiver Recipients:	Non-Waiver individuals:
Served:		



HCBS Assessment Review Tool - Non-Residential Settings

All standards are in accordance with Title 42, Code of Federal Regulations, Section 441.301

SECTION I — PRESUMPTIVELY INSTITUTIONAL

Settings will receive a copy of the assessor's completed report, including findings of deficiency or non-compliance.

Settings that are determined to be presumptively institutional, may elect to have individualized intensified review by the State or its designee by submitting evidence that demonstrates that individuals receiving home and community-based services in the setting are integrated into the greater community in accordance with the HCB Settings Rule. These settings can also elect to coordinate with the State or its designee to implement a plan of remediation to come into compliance.

Assessors may utilize facility observation, individual file review, setting policy review, or individual interview to ensure that settings are compliant with HCBS requirements.

* Note: If the answer to any probing question in Section I is 'yes,' the setting is presumptively institutional. Please use the 'Comments' section to clarify answers where applicable.



Presumptively Institutional Criteria	Probing Questions	Is Setting Presumptively Institutional?	tting ptively ional?	Comments
A. The Setting is located in a	 Is the setting located in a nursing facility? Yes □ No ☒ 			
building that is also a publicly or privately operated facility that	 Is the setting located in an Institution for Mental Diseases (IMD)? Yes □ No ☒ 	٠ ٧	Ç	
provides Inpatient institutional treatment.	 Is the setting located in an Intermediate Care Facility for individuals with intellectual or developmental disabilities (ICF/DD)? Yes □ No ☒ 	2 ⊠	<u>§</u> □	V4
	4. Is the setting located in a hospital? Yes □ No 図	ilerne		
B. The setting is in a building on the grounds of, or immediately adjacent to,	 Is the setting in a building on the grounds of or immediately adjacent to an IMD? Yes □ No ☒ 	YES	OZ	
a public institution.	 Is the setting in a building on the grounds of or immediately adjacent to an ICF/DD? Yes □ No ☒ 	×		



Comments		<1	
Is Setting Presumptively Institutional?		8	
ls Setting Presumptive Institutional		YES	
Probing Questions	 Does the design of the setting or model of service provision limit full access to the greater community, including with individuals not receiving Medicaid-funded HCBS? Yes □ No ☒ 	 Does the setting restrict individuals choice to receive services or to participate in activities outside of the setting? Yes □ No⊠ 	3. Is the setting located separate and apart from the broader community? Does the setting limit full access of individuals receiving Medicaid HCBS to the greater community, including opportunities to engage in community life equally to individuals not receiving Medicaid HCBS and in a way that is consistent with the individual's personcentered service plan? Yes □ No ☒
Presumptively Institutional Criteria	C. The setting has the effect	of isolating individuals receiving Medicaid HCBS from the broader community.	



HCBS Assessment Review Tool - Non-Residential Settings

All standards are in accordance with Title 42, Code of Federal Regulations, Section 441.301

SECTION 11 - HCBS CHARACTERISTICS

Settings will receive a copy of the assessor's completed report, including findings of deficiency or non-compliance.

Settings that are determined to be non-compliant may elect to have individualized intensified review by the State or its designee by submitting evidence that demonstrates that individuals receiving home and community-based services in Rule. These settings can also elect to coordinate with the State or its designee to implement a plan of remediation to the setting are integrated into the greater community and exercise autonomy, in accordance with the HCB Settings come into compliance.

Assessors may utilize facility observation, individual file review, setting policy review, or individual interview to ensure that settings are compliant with HCBS requirements. *Note: A federal standard is met when the answers to all probing questions related to that standard are 'yes.' Please use the 'Comments' section to clarify answers where applicable,



| 1. Community Integration

Comments		
	<u> </u>	<u>8</u> □
Standard Met?	YES	YES
Probing Questions	 a. Are there supports for independent movement through the setting for individuals who need them (grab bars, ramps, and assistive doors)? b. Can individual of varying ambulatory needs access all common areas/hallways independently? ∀es ⊠ No□ 	 a. Is the setting within a community (comprised of social, religious, and occupational resources)? b. Are HCBS recipients free to associate with non-recipients within the setting and in the community? c. Are there opportunities for community activities not funded by Medicaid (religious, educational, social, and occupational)? Yes ⋈ No □
Federal Standard	1.1 The setting is traversable by the individuals it serves; it meets the needs of individuals who require supports. Expectation: Individuals are able to make their way through the hallways, doorways, and common areas with or without assistive devices. Supports are available to individuals who require them.	1.2 The setting is located in the community and is equally accessible for individuals not receiving Medicaid HCBS. Expectation: Locations should be in community settings and access should be similar for those not receiving HCBS.



2. Rights/Respect/Choice

Federal Standard	Probing Questions	Standard Met?	P	Comments
2.1 Individuals, or their delegate, are active participants in the development of, and updates to, the person-centered plan. Expectation: Individuals and/or their representatives' ability to participate in the person centered planning process is not impinged upon by the setting, and their contributions/opinions are viewed as instrumental to the settings care planning process.	 a. Is/are the individuals/chosen representative(s) aware of how to schedule a person-centered planning meeting? b. Is there documentation to suggest that individuals/representatives were present during the last person-centered plan meeting? Yes ⋈ No □ 	YES	<u> </u>	
 2.2 Individual choices are accommodated, including: Option to keep their own money and control their own resources. Create their personal daily schedules (e.g., decide when to wake up or go to bed; go to the movies, the mall, religious events, etc.) May be employed outside of the setting. 	 a. Does the setting make it easy for individuals to make choices about daily activities? b. Does the setting offer individuals an easy way to select or change the person through which they receive their services? Yes ⋈ No □ 	YES	Q □	e



	ON []
	ΥES
c. Does the setting encourage freedom of choice and autonomy in policy and practice? Yes ⊠ No □ d. Does the setting allow individuals to bring in personal resources such as money, food or other personal items? Yes ⊠ No □ e. Can individuals keep/control their own resources? Yes ⊠ No □	Does the setting have a prearranged secure location for individuals' files both in policy and in practice? Yes ⊠ No □ Does the setting's policy require that staff are trained to provide authorized services with respect for the individual's privacy, dignity, and free from restraint and coercion? Yes ⊠ No □
ાં હ	è è è
Meal options including where, when and with whom to eat. Expectation: Individuals have the right to live in an environment free from coercion where their choices are accounted for and honored in accordance with the personcentered plan unless the individual's safety would be jeopardized.	rights of privacy, dignity, respect, and freedom from coercion and restraint. Expectation: Confidential information about the individual should be maintained in a secure file with only appropriate staff provided access to this information.





# #	Comments
	Hard NO
	Standard Met? YES NG
c. Do staff converse with individuals while providing assistance/services and during the course of the day? Yes ⊠ No □ d. Do staff address individuals in the manner they wish to be addressed? Yes ⊠ No □	Probing Questions a. Does the setting use plain language to make information about how to file an anonymous complaint available to individuals? Yes ⋈ No □ Is information (in plain language) about filing complaints posted in obvious and accessible areas? Yes ⋈ No □
	Federal Standard 2.4 Individuals know how to file an anonymous complaint. Expectation: Information is available to individuals on how to file an anonymous complaint. Telephone numbers for the Agency Consumer Complaint Hotline, and the Abuse and Exploitation Hotline are posted in a common area of the setting.



11.	
	8 D
	YES
c. Does the setting have procedures to facilitate individuals receiving information on how to file an anonymous complaint in an appropriate manner? Yes ☒ No □	 a. Is there an updated person-centered plan in place for the individual? Yes ⋈ No □ b. Are restrictions documented on an individual basis with complete reasoning and evidentiary support? Yes ⋈ No □
	2.5 Restrictions are identified, documented and based on the individual's needs and preferences. Expectation: The service setting should not unduly restrict an individual.



|| 3. Employment

Federal Standard	Probing Questions	Standard Met?	lard t?	Comments
3.1 Setting assists individuals who wish to gain competitive	 a. Does the setting aid individuals who wish to pursue competitive employment in the community? Yes ⋈ ⋈ □ 		s	
employment and refers them to appropriate resource(s).	 b. Does the setting assist individuals with development of employment preparation skills? 	YES	<u>8</u> □	
Expectation: The setting has a training program that aids individuals who wish to pursue employment in the community.	Yes ⊠ No □			



HCBS Assessment Review Tool - Non-Residential Settings

All standards are in accordance with Title 42, Code of Federal Regulations, Section 441.301

SECTION III - SIGNATURES

Each setting will receive a copy of the assessor's completed report, including findings of deficiency or noncompliance within ten (10) days of its on-site assessment.

individualized intensified review by the State or its designee by submitting and evidentiary packet or a plan of Settings that are determined to be presumptively institutional, or otherwise non-compliant, may elect to have remediation. Templates for both are available on the State's web site at

http://ahca.myflorida.com/medicaid/Policy and Quality/Policy/federal_authorities/federal_waivers/rule.shtml. Settings have 10 days to respond to their Managed Care Organization with plan of remediation. Settings that fail to come in compliance within the timeline outlined in their plan of remediation will be ineligible to participate in the provision of HCBS to Florida Medicaid recipients.

\ \	る	
)
	Trina Briner	
	etting Representative Name (printed);	Setting Representative Signature:
	Setting	Setting

oxtimes I certify that the information recorded in this document is true, valid, and accurate to the best of my knowledge.

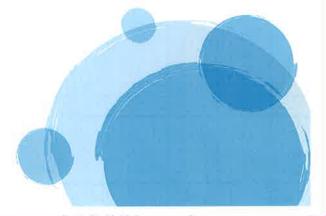
🛛 lacknowledge that to continue to provide HCBS services to Medicaid recipients, an evidentiary packet or plan of remediation must be completed for this setting.

en Christian



CARES Letters of Support

Attachment VII





June 23, 2020

Ms. Jemith Rosa President/CEO Community Aging & Retirement Services, Inc. (CARES) 12417 Clock Tower Parkway Hudson, FL 34667

RE: Letter of Support CARES 2020 applications for Older Americans Act Grant Programs

Dear Ms. Rosa

Pasco County Senior Services (PCSS) is pleased to provide this letter of support for CARES application for the 2020 Grant Proposal under the Older American's Act programs.

The purpose of this letter is to offer our experience with CARES as it pertains to the agency's management capabilities, accountability of funds, and provision of services. PCSS has partnered with CARES for over forty years, most recently working alongside with them in providing meal service to vulnerable Community Care for the Elderly clients in Pasco County. CARES also has successfully partnered with us in using our senior centers as places to hold evidence-based fitness classes to seniors.

We wholeheartedly support the continuation of these services and urge the Area Agency on Aging of Pasco-Pinellas, Inc. to give favorable approval to the 2020 Older American's Act application submitted by Pasco County Senior Services.

Sincerely,

Thomas Snee, Manager

Pasco County Senior Services

Thomas on Jus

TS/jb



June 29, 2020

POST OFFICE BOX 276 • DADE CITY, FLORIDA 33526-0276

Jemith Rosa, President & CEO CARES
12417 Clock Tower Parkway
Hudson, FL 34667

Dear Ms. Resa.

It is an honor and a pleasure to work with you and your fine organization, no doubt the top senior services program in the Tampa Bay area. As you apply for funding available through the 2020 round of the Older Americans Act Grant program, please know that you have my full and unwavering support.

My relationship with *CARES* goes back 26 years to my earliest days as a member of the Florida Legislature, and has continued on during the nearly seven years since I became Pasco County's Tax Collector. I have worked closely with the Area Agency on Aging during those years to help ensure that *CARES* received its rightful share of funding for the outstanding services you provide.

Since becoming tax collector our office has designated *CARES* several times as a "Charity of the Month" due to the unique and creative programs you have that help meet the needs of senior citizens who live in our community. Whether it be meals for homebound seniors, development of the health care services program that ensures vulnerable seniors receive the medical attention they require, or the host of programs you offer at the various senior center locations throughout the county, you truly cover all the bases when it comes to serving our elderly population.

There can be no doubt that *CARES* deserves continued funding under the Older Americans Act Grant program. As stated before, I fully support your application. If you or anyone may have questions that I can answer please do not hesitate to contact me.

Yours truly,

Mike Fasano Tax Collector

MF/gg



SENIORS in SERVICE

GEARED UP TO SERVE

1306 W. Sligh Avenue Tampa, Florida 33604 Tel: (813) 932-5228 Fax: (813) 932-9604 www.seniorsinservice.org

June 30, 2020

Ms. Jemith Rosa President/CEO Community Aging & Retirement Services, Inc. (CARES) 12417 Clock Tower Parkway Hudson, FL 34667

Dear Jemith,

Seniors in Service of Tampa, Inc. is pleased to support your grant application for multiple senior services in Pasco County. We look forward to ongoing collaboration with Community Aging & Retirement Services, Inc. (CARES) to promote quality of life and independence for older adults.

Seniors in Service of Tampa Bay is a non-profit organization that has been serving seniors and adults with disabilities throughout the Tampa Bay community since 1984. Our mission is to provide solutions to community challenges by engaging volunteers aged 55+. Engaging volunteers is our specialty. Our services help at-risk elders age in place so they can live independently, with dignity. Our senior-aged volunteers also benefit by staying active and purposeful, delaying their own need for services.

CARES is recognized for providing high-quality services to meet the needs of older persons and their families in Pasco County. CARES promotes quality of life and independence for adults through health, social, and supportive services by partnering with health professionals, families, volunteers, donors and businesses who want elders to age positively and with dignity.

Seniors in Service strongly supports CARES in your efforts to expand and enhance support for seniors. Your agency's management capabilities, accountability of funds and provision of services are made evident through your ongoing successful outcomes and tremendous community impact. Your dedication to collaboration and partnership have helped Seniors in Service expand our services to help seniors in Pasco County. We value your personal involvement on our Seniors in Service Board of Directors, enabling us to benefit from your leadership. We are committed to our ongoing partnership, engaging Pasco residents as volunteers to help CARES and other agencies that serve seniors. We are hopeful that you will be awarded grant funding for this important work.

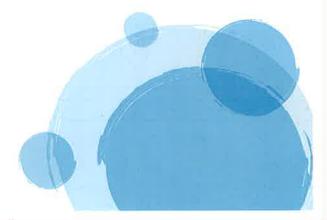
Sincerely,

Kolsin Juglis
Robin Ingles, CEO



Audited Financial Statement

Attachment VIII



FINANCIAL STATEMENTS AND INDEPENDENT AUDITORS' REPORTS COMMUNITY AGING AND RETIREMENT SERVICES, INC.

December 31, 2019

TABLE OF CONTENTS

Independent Auditors' Report	3 - 4
Financial Statements Statement of Financial Position	5
Statement of Activities and Changes in Net Assets	5 6 7 8
Statement of Functional Expenses	7
Statement of Cash Flows	
Notes to Financial Statements	9 - 16
Supplementary Information	17
Schedule of Expenditures of State Financial Assistance	18
Notes to Schedule of Expenditures of State Financial Assistance	19
Schedule of Functional Expenses by Service	20 - 22
Compliance Reports	23
Independent Auditors' Report on Internal Control Over Financial	
Reporting and on Compliance and Other Matters Based on an Audit	
of Financial Statements Performed in Accordance with Government	24 20
Auditing Standards Independent Auditors' Report on Compliance for Each Major State	24 - 26
Project and Report on Internal Control Over Compliance Required by	
Chapter 10.650, Rules of the Auditor General	27 - 29
Schedule of Findings and Questioned Costs	30 - 31

Member

American Institute of Certified Public Accountants Florida Institute of Certified Public Accountants

Herman V. Lazzara Marc D. Sasser Sam A. Lazzara Kevin R. Bass Jonathan E. Stein

Stephen G. Douglas Michael E, Helton Christopher F. Terrigino James K. O'Connor David M. Bohnsack

Richard B. Gordimer, of Counsel

Cesar J. Rivero, in Memoriam (1942-2017)

INDEPENDENT AUDITORS' REPORT

The Board of Directors

Community Aging and Retirement Services, Inc.

Report of the Financial Statements

We have audited the accompanying financial statements of Community Aging and Retirement Services, Inc. (a nonprofit organization), which comprise the statement of financial position as of December 31, 2019, and the related statements of activities and changes in net assets, functional expenses and cash flows for the year then ended, and the related notes to the financial statements.

Management's Responsibility for the Financial Statement

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audits. We conducted our audits in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Community Aging and Retirement Services, Inc. as of December 31, 2019, and the changes in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Other Matters

Other Information

Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying schedule of expenditures of state financial assistance as required by Chapter 10.650, *Rules of the Auditor General* is presented for additional analysis and is not a required part of the basic financial statements. Additionally, the accompanying schedule of functional expenses by services as required by the Department of Elder Affairs (DOEA) is presented for additional analysis and is not a required part of the basic financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the information is fairly stated, in all material respects, in relation to the financial statements as a whole.

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated April 20, 2020 on our consideration Community Aging and Retirement Services, Inc.'s internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of Community Aging and Retirement Services, Inc.'s internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Community Aging and Retirement Services, Inc.'s internal control over financial reporting and compliance.

Buiero, Dordiner & Company, O.A.

Tampa, Florida April 20, 2020

STATEMENT OF FINANCIAL POSITION

December 31, 2019

ASSETS

Current Assets		
Cash	\$	79,620
Accounts receivable		43,277
Grants receivable		336,448
Current portion note receivable		250,000
Prepaid assets and deposits		8,061
Total curent assets	,	717,406
Property and equipment, net		2,040,612
Non-current portion of note receivable		200,000
Beneficial interest in assets held by others	,	98,245
Total assets	\$	3,056,263
LIABILITIES AND NET ASSETS		
Current liabilities		
Accounts payable	\$	136,177
Accrued expenses and other liabilties		85,805
Current portion of notes payable		28,559
Line of credit		149,933
Deferred revenue		3,863
Total current liabilities		404,337
Total current habilities	-	404,557
Notes payable, noncurrent portion		765,434
h-3	-	· · · · · ·
Total liabilities		1,169,771
Net assets		
Without donor restrictions		1,886,492
With donor restrictions		
Total net assets		1,886,492
i Utai Het assets		1,000,432
Total liabilities and net assets	\$	3,056,263

STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS

For the year ended December 31, 2019

Grant revenue \$ 2,184,657 Program service fees 486,265 Contributions 59,647 In-kind contributions 1,629 Investment income 14,932 Total revenues and support 3,632,458 Expenses Program services Adult day care 416,504 Care managed services 1,717,040 Skilled care 10,130 Senior centers 969,166 Senior health clinic 74,292 Support Services 3,187,132 Support Services 13,849 Management and general 287,587 Fund raising 13,849 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602 Net assets end of year \$ 1,886,492	Revenues and support		
Contributions 885,328 Special events, net of direct expenses of \$36,460 59,647 In-kind contributions 1,629 Investment income 14,932 Total revenues and support 3,632,458 Expenses Program services Adult day care 416,504 Care managed services 1,717,040 Skilled care 10,130 Senior centers 969,166 Senior health clinic 74,292 Support Services 3,187,132 Support Services Management and general 287,587 Fund raising 13,849 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602	Grant revenue	\$	2,184,657
Special events, net of direct expenses of \$36,460 59,647 In-kind contributions 1,629 Investment income 14,932 Total revenues and support 3,632,458 Expenses Program services Adult day care 416,504 Care managed services 1,717,040 Skilled care 10,130 Senior centers 969,166 Senior health clinic 74,292 Support Services 3,187,132 Support Services 287,587 Fund raising 13,849 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602	Program service fees		486,265
In-kind contributions 1,629 Investment income 14,932 Total revenues and support 3,632,458 Expenses Program services Adult day care 416,504 Care managed services 1,717,040 Skilled care 10,130 Senior centers 969,166 Senior health clinic 74,292 Support Services 3,187,132 Support Services 287,587 Fund raising 13,849 Total expenses 3,489,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602	Contributions		885,328
Investment income 14,932 Total revenues and support 3,632,458 Expenses Program services Program services 416,504 Care managed services 1,717,040 Skilled care 10,130 Senior centers 969,166 Senior health clinic 74,292 Support Services 3,187,132 Management and general 287,587 Fund raising 13,849 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income Sale of Medicare license 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602	Special events, net of direct expenses of \$36,460		59,647
Total revenues and support 3,632,458 Expenses Program services Adult day care 416,504 Care managed services 1,717,040 Skilled care 10,130 Senior centers 969,166 Senior health clinic 74,292 Support Services 3,187,132 Management and general 287,587 Fund raising 13,849 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602			
Expenses 416,504 Program services 416,504 Care managed services 1,717,040 Skilled care 10,130 Senior centers 969,166 Senior health clinic 74,292 3,187,132 3,187,132 Support Services 287,587 Fund raising 13,849 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602	Investment income		14,932
Program services 416,504 Care managed services 1,717,040 Skilled care 10,130 Senior centers 969,166 Senior health clinic 74,292 Support Services 3,187,132 Management and general 287,587 Fund raising 13,849 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602	Total revenues and support		3,632,458
Adult day care 416,504 Care managed services 1,717,040 Skilled care 10,130 Senior centers 969,166 Senior health clinic 74,292 3,187,132 Support Services 287,587 Fund raising 13,849 301,436 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602			
Care managed services 1,717,040 Skilled care 10,130 Senior centers 969,166 Senior health clinic 74,292 3,187,132 Support Services 287,587 Fund raising 13,849 301,436 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602	•		
Skilled care 10,130 Senior centers 969,166 Senior health clinic 74,292 3,187,132 Support Services Management and general 287,587 Fund raising 13,849 301,436 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602	· ·		•
Senior centers 969,166 Senior health clinic 74,292 3,187,132 3,187,132 Support Services 287,587 Management and general 287,587 Fund raising 13,849 301,436 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602	· · · · · · · · · · · · · · · · · · ·		
Senior health clinic 74,292 3,187,132 Support Services Management and general 287,587 Fund raising 13,849 301,436 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602			•
Support Services 3,187,132 Management and general 287,587 Fund raising 13,849 301,436 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602			,
Support Services 287,587 Management and general 13,849 Fund raising 301,436 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602	Senior health clinic		
Management and general Fund raising 287,587 Fund raising 13,849 301,436 301,436 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602			3,187,132
Fund raising 13,849 301,436 301,436 Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income 950,000 Sale of Medicare license 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602	• •		
Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income Sale of Medicare license 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602			
Total expenses 3,488,568 Increase in net assets from operations 143,890 Non-operating income Sale of Medicare license 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602	Fund raising		
Increase in net assets from operations Non-operating income Sale of Medicare license 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602		-	301,436
Non-operating income Sale of Medicare license Increase in net assets 1,093,890 Net assets at beginning of year 792,602	Total expenses		3,488,568
Non-operating income Sale of Medicare license Increase in net assets 1,093,890 Net assets at beginning of year 792,602	Increase in net assets from operations		143,890
Sale of Medicare license 950,000 Increase in net assets 1,093,890 Net assets at beginning of year 792,602	Non enerating income		· · · · · · · · · · · · · · · · · · ·
Increase in net assets 1,093,890 Net assets at beginning of year 792,602	Non-operating income		
Net assets at beginning of year	Sale of Medicare license		950,000
	Increase in net assets		1,093,890
Net assets end of year \$ 1.886.492	Net assets at beginning of year		792,602
	Net assets end of year	\$	1.886.492

STATEMENT OF FUNCTIONAL EXPENSES

For the year ended December 31, 2019

	13					Program Services	ervic	es						Support Services	rvices			
			Car	Care Managed					Sen	Senior Health			Man	Management	Fund	ō		
	Adult	Adult Day Care		Services	Skilk	led Care	Seni	Senior Centers		Clinic		Total	and	and General	Raising	1	Total E	Total Expenses
Personnel	₩	382,878	↔	1,592,853	↔	4,931	↔	212,039	↔	39,184	↔	2,231,885	↔	221,296	\$	7,804	\$,2	2,460,985
Travel		3,252		37,346		2,208		116,674		1,087		160,567		ň		10		160,577
Communications		604		5,090		629		51,966		120		58,439		4,502)		62,941
Printing and supplies		208		6,707		(10)		5,092		491		12,498		3,459		221		16,178
Maintenance and repair		569		6,525		10		74,956		ř		82,050		6,628		į		88,678
Contract services		8,138		9,018		2,174		18,658		22,889		60,877		7,601		9		68,478
Special events		0		96		19		5,332		Î		5,428		93		ā		5,521
Advertising		Đị.		875		158		16,270		Ď		17,303		868	Α,	2,908		21,109
Insurance				2,305)C		49,098		ř		51,403		(6)		٠		51,403
Program supplies		17,323		15,333		9		43,012		2,502		78,170		%		106		78,276
Utilities						(1 0)		68,052		ï		68,052				í,		68,052
Professional fees		171		26,319		K.		55,374		348		82,212		9,054		ì		91,266
Finance costs and taxes		87		201		я		67,405		ì		67,693		*		ı		67,693
Other costs		3,274		14,372		() (())		79,816		1,570		99,032		33,880	,2	2,800		135,712
Depreciation				•				105,422		6,101		111,523		176		0		111,699
Total expenses	↔	416,504	€>	416,504 \$ 1,717,040 \$	€ S	10,130	↔	969,166	↔	74,292	↔	\$ 3,187,132	↔	287,587	\$ 13,849	849	رن ب	\$ 3,488,568

The accompanying notes are an integral part of this financial statement.

STATEMENT OF CASH FLOWS

For the year ended December 31, 2019

Cash flows from operating activities		
Increase in net assets	\$	1,093,890
Adjustments to reconcile increase in net assets		
to cash provided by operating activities		
Donated land		(325,000)
Depreciation		111,699
Sale of Medicare license		(950,000)
Decrease in accounts receivable		42,888
Increase in grants receivable		(3,316)
Decrease in prepaid and other assets		1,107
Net Increase in beneficial interest held by others		(10,404)
Decrease in accounts payable and accrued expenses		(325,846)
Increase in deferred revenues	-	3,863
Net cash used by operating activities	<u> </u>	(361,119)
Cash flows from investing activities		
Purchase of property and equipment		(30,000)
Payments on notes receivable from sale of Medicare license	,	500,000
Net cash provided by investing activities		470,000
Cash flows from financing activities		
Proceeds from note payable		30,000
Principal payments on notes payable		(97,820)
Net proceeds from line of credit	-	(100,000)
Net cash used by financing activities		(167,820)
Net decrease in cash		(58,939)
Cash at beginning of year		138,559
Cash at end of year	\$\$	79,620
Supplemental cash flow information	•	E4 100
Cash paid during the year for interest	\$	51,186
Cash paid during the year for taxes	\$	

NOTES TO THE FINANCIAL STATEMENTS

December 31, 2019

NOTE A NATURE OF THE ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

A description of the organization and a summary of the significant accounting policies consistently applied in the preparation of the accompanying financial statements follows:

Background Information

Community Aging and Retirement Services, Inc. ("CARES") is a tax exempt, Florida not-for-profit corporation organized for the purpose of development, delivery and coordination of high-quality programs and services which are responsive to the needs of adults and older persons residing in Pasco County, Florida. CARES currently conducts its operations through one program office, two enrichment centers, two adult day care centers and one senior health clinic.

Basis of Accounting

These financial statements, which are presented on the accrual basis of accounting, have been prepared to focus on CARES as a whole and to present revenue, expenses, and net assets based on the existence or absence of donor-imposed restrictions. Accordingly, net assets and changes therein are classified as follows:

- <u>With Donor Restrictions</u> Net assets with donor restrictions are net assets subject to donor-imposed stipulations that may be fulfilled by actions of CARES to meet the stipulations, that may become undesignated by the passage of time, or that require net assets to be permanently maintained, thereby restricting the use of principal.
- Without Donor Restriction Net assets without donor restrictions are net assets not subject to donor-imposed restrictions or the donor-imposed restrictions have expired. These net assets are available for use at the discretion of the Board of Directors (the Board) and/or management for general operating purposes.

3. Change in Accounting Principle

During 2019, CARES adopted ASU 2018-08, Clarifying the scope of the Accounting Guidance for Contributions Received and Contributions made as well as ASU 2014-09 Revenue from Contracts with Customers. The corporation adopted ASU 2018-08 and 2014-09 using the retrospective method. The adoption of these standards did not result in significant changes to the organization's accounting policies or impact its financial position, results of operations or cash flows. As such, prior period financial statements were not restated and there was no cumulative effect adjustment upon adoption.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE A - NATURE OF THE ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - Continued

4. Liquidity

Assets and liabilities are presented in the accompanying statement of financial position according to their nearness of conversion to cash and, their maturity and resulting use of cash, respectively. See note B.

5. Use of Estimates

The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America ("GAAP") requires management to make estimates and assumptions that affect certain reported amounts and disclosures. Accordingly, actual results could differ from those estimates.

6. Cash and Cash Equivalents

CARES considers all highly liquid debt instruments and securities purchased with a maturity of three months or less to be cash equivalents. There are no cash equivalents at December 31, 2019.

7. Concentrations of Credit Risk

Financial instruments that potentially subject CARES to concentrations of credit risk are primarily cash and accounts receivable. CARES' cash deposits are placed in financial institutions which at times may exceed the Federal Deposit Insurance Corporation (FDIC) coverage. CARES has not experienced any losses in its cash accounts and does not believe it is exposed to any significant credit risks related to uninsured amounts.

8. Accounts Receivable and Allowance of Doubtful Accounts

Accounts receivable are stated at the amount management expects to collect from outstanding balances, less estimated contractual adjustments related to agreements with third-party payers. Accounts receivable are reviewed for write off after 180 days and analysis of collection efforts. Management provides for probable uncollectible amounts through a charge to expense and a credit to an allowance based on prior bad debt experience and a review of existing receivables. Balances that remain outstanding after management has used reasonable collection efforts are written off. There was no allowance deemed necessary for the year ended December 31, 2019.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE A - NATURE OF THE ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - Continued

9. Grant Revenue and Receivables

Grant revenue is received from federal, state and local sources. Grant revenue is recorded based upon the terms of the grantor allotment, which generally provides that revenues are earned when the allowable costs of the specific grant provisions have been incurred or such services have been rendered. Such revenues are subject to audit by the grantor, and if the examination results in a deficiency of allowable expenses, CARES would be required to refund any deficiencies.

10. Property and Equipment

Property and equipment are stated at cost and depreciated using the straight-line method over estimated useful lives ranging from 5 to 30 years. It is CARES' policy that maintenance and repairs are charged to expense as incurred. Additions and improvements exceeding \$1,000 and with a useful life of over one year are capitalized. Donated property and equipment are recorded at fair value at the date of the gift.

11. Contributions

Contributions received are recorded as net assets with donor restrictions or net assets without donor restrictions, depending on the absence or existence and nature of any donor restrictions. Contributions received that are designated for future periods or restricted by the donor for specific purposes are reported as net assets with donor restrictions, which increases that class of net assets. When a restriction expires, net assets with donor restrictions are released to net assets without donor restrictions and reported in the statement of activities as net assets released from restrictions.

12. Donated Services and Materials

Donated services are recorded at their estimated fair value if the services received create or enhance non-financial assets or the services require specialized skills, are provided by individuals possessing those skills, and would typically need to be purchased if not provided by donation.

13. Functional Allocation of Expenses

The statement of functional expenses presents expenses by function and natural classification. Expenses directly attributable to a specific functional area of CARES are reported as expenses of those functional areas. Expenses that benefit multiple functional areas have been allocated across programs, general and administrative, and fundraising expenses based on the proportion of employee time involved.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE A - NATURE OF THE ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES - Continued

14. Income Taxes

CARES has been recognized as exempt from federal income taxes under Section 501(c)(3) of the Internal Revenue Code. Therefore, no provision for income taxes has been presented in these financial statements. CARES has not reported any unrelated business income; however, such status is subject to final determination upon examination, if any, of the related income tax returns by appropriate taxing authorities.

CARES is not aware of any tax positions it has taken that are subject to a significant degree of uncertainty. Tax years after December 31, 2015 remain subject to examination by federal and state taxing authorities.

Advertising

CARES expenses all media advertising as incurred. Advertising expense totaled \$20,691 for the year ended December 31,2019.

NOTE B - LIQUIDITY AND AVAILABILITY OF RESOURCES

Financial assets, without donor or other restrictions limiting their use, available for general expenditures within one year of the statement of financial position date comprise the following at December 31, 2019:

Cash	\$	79,620
Accounts receivable		43,277
Grants receivable		336,448
Current portion of note receivable		250,000
Amount available from spending policy of		
beneficial interest in assets held by others	i ti	4,912
Total financial assets available within one year	\$	714,257

CARES maintains a policy of structuring its financial assets to be available as its general expenditures, liabilities, and other obligations come due. Should the need arise, CARES has the ability to draw additional amounts from their beneficial interest in assets held by others as long as they meet certain contractual requirements. Additionally, CARES maintains a line of credit to help manage its liquidity needs. See Note E.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE C - BENEFICIAL INTEREST IN ASSETS HELD BY OTHERS

CARES has established an agency fund with the Community Foundation of Tampa Bay ("Community Foundation") for the benefit of CARES. The assets are pooled by the Community Foundation into a larger investment fund. CARES' agency fund is valued on a pro-rata share of the Community Foundation's total investment fund and as such, is considered a level 3 financial instrument in accordance with fair value accounting standards. Level 3 financial instruments are not actively traded on a market exchange and include the situations where there is little, if any, market activity for the financial instrument. Values of level 3 financial instruments are determined using significant unobservable inputs or valuation techniques.

Balance at January 1, 2019	\$	87,841
Realized and unrealized gains (losses)		13,969
Interest and dividend income, net of fees of \$845		827
Contributions received		2
Grants paid))	(4,392)
Balance at December 31, 2019	\$	98,245

The Community Foundation maintains the Community Aging and Retirements Services, Inc-Designated Fund to benefit CARES. This investment account is not considered an asset of CARES and therefore is not included in these financial statements. The value of this investment account held for the benefit of CARES by the Community Foundation was \$26,418 as of December 31, 2019.

NOTE D - PROPERTY AND EQUIPMENT

Property and equipment consist of the following at December 31, 2019:

Land	\$ 575,000
Buildings	2,362,503
Leasehold improvements	394,038
Furniture and equipment	258,389
Vehicles	131,845
	3,721,775
Less accumulated depreciation	(1,681,163)
	\$ 2,040,612

Depreciation expense was \$111,699 for the year ended December 31, 2019.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE E - LINE OF CREDIT

CARES maintains a \$250,000 line of credit with a financial institution. The line of credit is due on demand and bears interest at the Wall Street Journal prime rate plus one percent (6.5% at December 31, 2019). The balance outstanding on this line of credit at December 31, 2019 was \$149,933. The line of credit is collateralized by the Crescent Senior Enrichment Center and the Rao Musunuru MD Senior Enrichment Center.

NOTE F - NOTES PAYABLE

Notes Payable consist of the following at December 31, 2019:

Mortgage note payable to bank, interest of 4.20%. Monthly
principle and interest payments of \$1,612, with balloon payment
due August 2027. Collateralized by a mortgage on the Crescent
Senior Enrichment Center, which has a net book value of
\$581,868 at December 31, 2018.
Mantagara and a secondary to book interest of 4,000/. Manthby

\$ 239,822

Mortgage note payable to bank, interest of 4.20%. Monthly principle and interest payments of \$3,534, with balloon payment due July 2027. Collateralized by a mortgage on the Rao Musunuru MD Senior Enrichment Center, which has a net book value of \$643,547 at December 31, 2018.

524,171

\$30,000 mortgage note payable, provided by Pasco County, Florida, in accordance with conditions of the Community Development Block Grant (CDBG) program. The mortgage bears no stated interest rate or principal repayment and all amounts due will be deferred and fully forgiven in June 2049, so long as CARES complies with the program provisions.

30,000

Total notes payable

793,993

Less current portion of notes payable

(28,559)

Notes payable, noncurrent portion

\$ 765,434

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE F - NOTES PAYABLE - Continued

Maturities of notes payable are as follows:

Year ending December 31,

2020	\$	28,559
2021		29,708
2022		31,088
2023		32,131
2024		33,112
Thereafter	-	639,395
	\$	793,993

NOTE G - CONTIGENCIES

CARES participates in federal and state government grant programs, the expenditures for which are subject to audit from the respective funding agencies. Upon examination, expenditures could be disallowed, and refunds required. CARES has not been notified that any such audits are forthcoming and is not aware of any expenditures for which such allowances or refunds would be required by funding agencies.

During the year ended December 31, 2019, approximately 50% of revenues were received indirectly from the State of Florida, Department of Elder Affairs.

NOTE H - NOTE RECEIVABLE

During the year ended December 31, 2019, CARES entered into a contract to sell its Medicare license to a private entity for \$950,000. CARES received \$500,000 from the sale of the license in April 2019, with \$250,000 due January 2020 and \$200,000 due April 2021. The note receivable bears no interest.

NOTE I - SUBSEQUENT EVENTS

Management has evaluated events and transactions occurring subsequent to December 31, 2019 as of April 20, 2020, which is the date the financial statements were available to be issued.

In December 2019, an outbreak of a novel strain of coronavirus (COVID-19) originated in Wuhan, China and has since spread to other countries, including the United States of America. In March 2020, COVID-19 was declared a pandemic by the World Health Organization. In addition, the United States of America and the State of Florida have declared a state of emergency in response to the pandemic. CARES is currently being impacted through temporary closures of adult day care facilities and reduced services to at risk clients. It is expected that these impacts may continue for some time. The full financial impact cannot be reasonably estimated at this time.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED

December 31, 2019

NOTE I - SUBSEQUENT EVENTS - Continued

In April 2020, CARES applied for approximately \$498,000 advance under the U.S. Small Business Administration (SBA) *Payroll Protection Program ("PPP")*, which has received preliminary approval by the SBA. Management expects the advance to be fully forgiven under the terms of the PPP in July 2020.

SUPPLEMENTARY INFORMATION

SCHEDULE OF EXPENDITURES OF STATE FINANCIAL ASSISTANCE

For the year ended December 31, 2019

State Grantor Program or Cluster Title	State CSFA#	Pass-through Entity Identifying Number	-	otal State openditures		sfers to ecipients
State Agency <u>State of Florida Department of Elder Affairs</u> Indirect Programs Passed through Area Agency on Aging of Pasco-Pinellas, Inc.						
Community Care for the Elderly	65.010*	ECO018-CARES & ECO019-CARES	\$	922,001	\$:#:
Alzheimer's Respite Services	65.004	EZ018-CARES & EZ019-CARES		263,507		Æ
Home Care for the Elderly	65.001	EH018-CARES & EH019-CARES		69,356		125
Local Services Programs	65.009	EL017-CARES-2019 & EL018-CARES-ADC		134,633		: (e:
Total State of Florida Department of Elde	r Affairs		-	1,389,497	×	*
Total expenditures of state financial as	sistance		\$	1,389,497	\$	8#8

^{*} Denotes major project

NOTES TO SCHEDULE OF EXPENDITURES OF STATE FINANCIAL ASSISTANCE

December 31, 2019

NOTE A - BASIS OF PRESENTATION

The accompanying Schedule of Expenditures of State Financial Assistance (the "Schedule") includes the State project activity of CARES under programs of the State of Florida for the year ended December 31, 2019. The information in this Schedule is presented in accordance with the requirements of Chapter 10.650, *Rules of the Auditor General*. Because the Schedule only presents a selected portion of the operations of CARES, it is not intended to and does not present the financial position, changes in net assets, or cash flows of CARES.

NOTE B - BASIS OF ACCOUNTING

Expenditures reported on the Schedule are reported on the accrual basis of accounting

NOTE C - CONTINGENCIES

These State projects are subject to financial and compliance audits by grantor agencies, which, if instances of material noncompliance are found, may result in disallowed expenditures, and affect CARES continued participation in specific projects. The amount of expenditures which may be disallowed by grantor agencies cannot be determined at this time, although CARES expects such amounts, if any, to be immaterial.

NOTE D - INDIRECT COSTS

CARES did not allocate costs to the state financial assistance project. All costs charged to the project were direct costs.

SCHEDULE OF FUNCTIONAL EXPENSES BY SERVICE

For the year ended December 31, 2019

DOEA FUNDED SERVICES

	Adult	Adult Day Care		III-D Chronic Disease	III-D Diabetes Self Management	etes Self ement	⊪-D ⊦ Ea	III-D Healthy Eating	III-D Pain S	III-D Chronic Pain Self Mgmt	⊞-D-I B8	III-D Matter of Balance	III-E Living	III-D Active Living Everyday
Personnel Travel	↔	382,878	↔	14,349 92	↔	17,443	↔	3,175	↔	19,749	↔	13,300	↔	8,551
Communications		604				t		a		ī				9
Printing and supplies		208		9		7		_		თ		∞		ო
Maintenance and repair		569		E		ii.		1		ř.		I		ı
Contract services		8,138		275		333		61		378		735		163
Special events		į		ř		ĸ		Ŧ		ī		i		•
Advertising		3		Ĭ		ï		æ		Ĩ		à		•
Insurance		į				ji		•		Ĭ		1		1
Program supplies		17,323		17		20		4		25		23		တ
Utilities		(1)		t		t		C		Ŕ		E		•
Professional fees		171		Ĭ,		Ē		£		î		10		1
Finance costs and taxes		87		Ē		×		r		ľ				•
Other costs		3,274		Ĭ		×		п		Ĩ		1		•
Depreciation				1		1		а		ä		3		1
Program direct costs		416,504		14,739		17,987		3,267		20,372		14,130		8,835
Allocation of admin costs		166,842		2,555		2,942		1,137		3,239		2,430		1,814
Total expenses	₩	583,346	₩	17,294	ь	20,929	69	4,404	€	23,611	↔	16,560	ω	10,649
Units of service		30,368		۵		12		4		7		29		∞
Unit cost	€	19	69	2,162	₩	1,744	ь	1,101	₩	2,146	₩	571	·	1,331

Community Aging and Retirement Services, Inc.

SCHEDULE OF FUNCTIONAL EXPENSES BY SERVICE - CONTINUED

For the year ended December 31, 2019

DOEA FUNDED SERVICES

	III-D Weline	III-D Health Wellness Tai-Chi	Hom	Homemaker	Pers	Personal Care	Res	Respite Care	Comp	Companionship		Escort	Enhai	Enhanced Chore
Personnel	₩.	20,843	↔	533,038	↔	192,926	↔	109,889	↔	43,731	₩	4,946	↔	23,297
Travel		5,246		13,212		763		49		53		ო		ĵ)
Communications		910		3,089		21		18		ဖ		ï		9
Printing and supplies		737		1,276		33		33		33		33		*
Maintenance and repair		212		1,028		121		101		35		į		à
Contract services		7,241		13,205		4,281		2,736		1,039		06		115
Special events		r		į.		t:		•)		Ĭ:		1		
Advertising		ľ		420		10		į		Ŧ		1		ï
Insurance		1		į		1		ä		1		ı		9
Program supplies		357		5,489		203		169		58		~		(1)
Utilities				•)(1)		/ E		1		1		10
Professional fees		ě		23,695		773		644		225		1		•
Finance costs and taxes		158		43		t		î		3.		1		ũ
Other costs		2,612		7,391		10		တ		က		i		ji
Depreciation		ä		ā		:11		1		2010		1		j)
Program direct costs		38,316		601,886		199,131		113,648		45,183		5,073		23,412
Allocation of admin costs	, .	3,409		163,211		49,060		34,342		13,129		588		2,609
Total expenses	€	41,725	ь	765,097	69	248,191	€	147,990	69	58,312	69	5,661	₩	26,021
Units of service		24		22,393		3,234		11,643		1,075		16		476
Unit cost	8	1,739	69	34	↔	77	↔	13	ω.	22	€	354	₩	55

SCHEDULE OF FUNCTIONAL EXPENSES BY SERVICE - CONTINUED

For the year ended December 31, 2019

	50	DOE	A FUN	DOEA FUNDED SERVICES	SES							
		000					5	TOTAL DOEA				
	Ma	Management	ပ္ပြ	Case Aide		Chore	- A	PROGRAMS	2	Non-DOEA	Tota	Total Expenses
Personnel	49	296.068	ь	120.270	ь	171.278	€	1.975.731	₩	485.254	ω	2,460,985
Travel		12,744		2,236		2,354		40,598		119,979		160,577
Communications		202		7		528		5,694		57,247		62,941
Printing and supplies		2,425		1,515		588		6,915		9,263		16,178
Maintenance and repair		1,175		31		4,065		7,306		81,372		88,678
Contract services		5,149		2,178		3,369		49,486		18,992		68,478
Special events		96		ı		E		96		5,425		5,521
Advertising		1		t		37		457		20,652		21,109
Insurance		(I		ì		2,305		2,305		49,098		51,403
Program supplies		210		310		8,958		32,656		45,620		78,276
Utilities		E		ť		13		r		68,052		68,052
Professional fees		971		•		1		26,479		64,787		91,266
Finance costs and taxes		31		Я		3		288		67,405		67,693
Other costs		1,175		1,109		571		16,154		119,558		135,712
Depreciation	ļ	1)		r		I)				111,699		111,699
Program direct costs		320,310		127,319		194,053		2,164,165		1,324,403		3,488,568
Allocation of admin costs		86,054		34,764		40,391		608,516		(608,516)		18
Total expenses	↔	406,364	↔	162,083	↔	234,444	₩	2,772,681	₩	715,887	₩	3,488,568
Units of service		7,650		4,878		3,620						
Unit cost	₩	53	₩	33	₩	65						

COMPLIANCE REPORTS

INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS

COMMUNITY AGING AND RETIREMENT SERVICES, INC.

December 31, 2019



Membe

American Institute of Certified Public Accountants Florida Institute of Certified Public Accountants

Herman V. Lazzara Marc D. Sasser Sam A. Lazzara Kevin R. Bass

Jonathan E. Stein

Stephen G. Douglas Michael E. Helton Christopher F. Terrigino James K. O'Connor David M. Bohnsack

Richard B. Gordimer, of Counsel

Cesar J. Rivero, in Memoriam (1942-2017)

INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH GOVERNMENT AUDITING STANDARDS

To the Board of Directors
Community Aging and Retirement Services, Inc.

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of Community Aging and Retirement Services, Inc. (a nonprofit organization"), which comprise the statement of financial position as of December 31, 2019, and the related statements of activities and changes in net assets and cash flows for the year then ended, and the related notes to the financial statements, and have issued our report thereon dated April 20, 2020.

Internal Control Over Financial Reporting

In planning and performing our audit of the financial statements, we considered Community Aging and Retirement Services, Inc.'s internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of Community Aging and Retirement Services, Inc.'s internal control. Accordingly, we do not express an opinion on the effectiveness of Community Aging and Retirement Services, Inc.'s internal control.

A deficiency in internal control exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A material weakness is a deficiency, or a combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented or detected and corrected on a timely basis. A significant deficiency is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charges with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

Compliance and Other Matters

As a part of obtaining reasonable assurance about whether Community Aging and Retirement Services, Inc.'s financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the entity's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering Community Aging and Retirement Services, Inc.'s internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

Brieso, Dordiner & Company, O.A

Tampa, Florida April 20, 2020 INDEPENDENT AUDITORS' REPORT ON COMPLIANCE FOR EACH MAJOR STATE PROJECT AND REPORT ON INTERNAL CONTROL OVER COMPLIANCE REQUIRED BY STATE OF FLORIDA CHAPTER 10.650, RULES OF THE AUDITOR GENERAL

COMMUNITY AGING AND RETIREMENT SERVICES, INC.

December 31, 2019



Member

American Institute of Certified Public Accountants Florida Institute of Certified Public Accountants

Herman V. Lazzara
Marc D. Sasser
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INDEPENDENT AUDITORS' REPORT ON COMPLIANCE FOR EACH MAJOR STATE PROJECT AND REPORT ON INTERNAL CONTROL OVER COMPLIANCE REQUIRED BY STATE OF FLORIDA CHAPTER 10.650, RULES OF THE AUDITOR GENERAL

The Board of Directors Community Aging and Retirement Services, Inc. Hudson, Florida:

Report on Compliance for Each Major State Project

We have audited Community Aging and Retirement Services, Inc.'s compliance with the types of compliance requirements described in the Department of Financial Services' *State Projects Compliance Supplement*, that could have a direct and material effect on each of Community Aging and Retirement Services, Inc.'s major state projects for the year ended December 31, 2019. Community Aging and Retirement Services, Inc.'s major state projects are identified in the summary of auditor's results section of the accompanying schedule of findings and questioned costs.

Management's Responsibility

Management is responsible for compliance with state statutes, regulations, and the terms and conditions of its state projects applicable to its state projects.

Auditors' Responsibility

Our responsibility is to express an opinion on compliance for each of Community Aging and Retirement Services, Inc.'s major state projects based on our audit of the types of compliance requirements referred above. We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; and Chapter 10.650, *Rules of the Auditor General*. Those standards and Chapter 10.650, *Rules of the Auditor General* require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above and that could have a direct and material effect on a major state project occurred. An audit includes examining, on a test basis, evidence about Community Aging and Retirement Services, Inc.'s compliance with those requirements and performing such other procedures as we considered necessary in the circumstances.

We believe that our audit provides a reasonable basis for our opinion on compliance for each major state project. However, our audit does not provide a legal determination of Community Aging and Retirement Services, Inc.'s compliance.

Opinion on Each Major State Project

In our opinion, Community Aging and Retirement Services, Inc. complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major state projects for the year ended December 31, 2019.

Report on Internal Control Over Compliance

Management of Community Aging and Retirement Services, Inc. is responsible for establishing and maintaining effective internal control over compliance with the types of compliance requirements referred to above. In planning and performing our audit of compliance, we considered Community Aging and Retirement Services, Inc.'s internal control over compliance with the types of requirements that could have a direct and material effect on each major state project to determine the auditing procedures that are appropriate in the circumstances for the purpose of expressing an opinion on compliance for each major state project and to test and report on internal control over compliance in accordance with the Chapter 10.650, *Rules of the Auditor General*, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of Community Aging and Retirement Services, Inc's internal control over compliance.

A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a state project on a timely basis. A material weakness in internal control over compliance is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a state project will not be prevented, or detected and corrected, on a timely basis. A significant deficiency in internal control over compliance is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a state project that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses may exist that have not been identified.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Chapter 10.650, *Rules of the Auditor General.* Accordingly, this report is not suitable for any other purpose.

Buiero, Gordiner & Company, O.A

Tampa, Florida April 20, 2020 SCHEDULE OF FINDINGS AND QUESTIONED COSTS

COMMUNITY AGING AND RETIREMENT SERVICES, INC.

For the year ended December 31, 2019

SCHEDULE OF FINDINGS AND QUESTIONED COSTS

For the year ended December 31, 2019

Section I - Summary of Auditors' Results

Financial Statements

Type of auditors' report issued on whether the financial statements were prepared in accordance with GAAP:	Unmodified
Internal control over financial reporting: Material weakness(es) identified? Significant deficiency(ies) identified?	yes X no yes X none reported
Noncompliance material to financial statements noted?	yes <u>X</u> no
State Projects	
Internal control over major projects: Material weakness(es) identified? Significant deficiency(ies) identified?	yes X no yes X none reported
Type of auditors' report issued on compliance for major projects:	Unmodified
Any audit findings disclosed that are required to be reported	

Identification of major state project:

Auditor General?

CSFA Number	Name of State Project
65.010	Community Care for the Elderly

Dollar threshold used to distinguish between type A and type B programs - State projects:

in accordance with Chapter 10.656, Rules of the

\$ 415,785

yes **X** no

Section II - Financial Statement Findings

No matters were reported for the year ended December 31, 2019.

Section III - State Financial Assistance Findings and Questioned Costs

No matters were reported for the year ended December 31, 2019.

Other Issues

- a) A management letter is not required because there were no findings required to be reported in the management letter (see AG Rule Section 10.656(3)(e).
- b) A summary Schedule of Prior Audit Findings is not required because there were no prior audit findings related to State projects (see AG Rules 10.557(3)(e)5. and 10.656(3)(d)5.).