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December 23, 2019

Mr. Richard Prudom, Secretary
Department of Elder Affairs
4040 Esplanade Way
Tallahassee, Florida 32399-7000

Dear Secretary Prudom:

We are in receipt of the monitoring report for the calendar year ending December 31, 2018 and appreciate the positive feedback. Below is our response to the Suggestions for Improvement identified in the report, as well as the Outcome Measure Performance Improvement Plan response.

- **Suggestion Number 1:** DOEA suggests AAAPP ensure that meeting minutes of the Board and Advisory Council (AC) are comprehensive, including accurate attendance records (namely excused and unexcused absences, and resignations), and reflect discussion of the input resulting from the community solicitation and discussion of the Area Plan between the two entities

Response: AAAPP strives to accurately record Board Member attendance, including excused and unexcused absences and resignations, and the DOEA monitor recognized that during the monitoring. We will continue to record attendance in this same manner.

The AAAPP appreciates DOEA's suggestion to reflect discussion on the input resulting from the community solicitation and discussion of the Area Plan between the two entities. AAAPP strives to engage the Board and Advisory Council in our Area Plan and will do a better job of making reference to that in our Board Meeting Minutes. We will ensure that Advisory Council members and Board Members are invited to each other's respective meetings when the Area Plan is an agenda item.

- **Suggestion Number 2:** DOEA suggests AAAPP ensure that Information and Referral (I&R) specialists comply with DOEA's contract that states, "Recorded messages on the Helpline's voicemail system must be responded to within the next business day, when possible" and update

its Helpline policies (ADRC 101a, II.A.12 and 102a, II.A.) to be congruent with the contractual requirement.

Response: The AAAPP Helpline continues to strive to meet its goal of responding to recorded messages on the Helpline's voicemail system within the next business day, when possible. The Helpline is currently reviewing all procedures to ensure congruence with contract language and develop new processes to optimize call flow.

- **Legislatively-Mandated Outcome Measure Performance Improvement Plan:** The Environmental Outcome Measure goal was not met for the 2017-2018 State General Revenue Year. A quality improvement plan is required.

Response: The AAAPP and contracted providers continue to strive to meet all legislatively mandated outcome measure goals. A detailed explanation was provided to the designated DOEA Contract Manager for PSA 5 on August 23, 2018. This explanation was also provided in writing to Monitoring and Quality Assurance staff on November 19, 2019. In summary, environment exceptions for year 2017-2018 due to two specific clients, both actively receiving services in the CCE Program. Both individuals have a history of hoarding and, while chore and/or pest control services are provided and offered, they are often refused, resulting in an environment score that is unimproved.

The AAAPP and contracted providers continue to monitor outcome measures on a monthly basis and explanations are provided for each exception. Every client's individual situation is reviewed to ensure that all available services are provided as necessary. The AAAPP has suggested that an NDP client refusal code entry be created and allowable for these situations. In addition, the AAAPP achieved all Outcome Measure goals, including the Environment category for year 2018-2019.

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

Sincerely,



Ann Marie Winter
Executive Director

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