The Department of Human Services (DHS) and Area Agencies on Aging (AAAs) have agreed to approach the Older Americans Act program monitoring through a self-assessment framework this includes OPI.

Program Monitoring: DHS will conduct periodic monitoring and evaluation of performance management system for program activities and administrative practices conducted in accordance with Section 307(a)(4) of the Older Americans Act and OAR 411-032-0015.
**SELF-MONITORING**

1. AAAs have in-depth, expert knowledge of state requirements for service delivery and fiscal control of the OPI program they administer.

2. AAAs take responsibility of doing regular and thorough monitoring of their OPI program and operational systems.

3. SUA believes that a largely self-reported monitoring system will produce factual data and honest self-reflection.

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**OPI OVERVIEW**

**two part review**

- One tool will look at the AAA OPI program for specific information.
- The other tool is an OPI consumer review, that will be done on SurveyMonkey.
- Completed self-assessments must be submitted electronically by email to the State Unit on Aging by July 13, 2018.
**OPI MONITORING TOOL**
**FORM A**
**OVERVIEW**
two part review

- OPI Monitoring Form A will specifically ask the AAA to look at:
  - Timely response to requests
  - OPI Contractor evaluation
  - OPI Waitlist
  - OPI Consumer Billing.

**MONITORING TOOL A**

Respond **No** if there is not a policy or procedure which demonstrates the response to the question.

Respond **Yes** if policy or procedure is found and demonstrated.

In the explanation section, describe where and how this information was made known. If applicable, when was this last updated.
1. Timely response to requests for OPI services — Identify an Agency policy regarding intakes. Are there clear expectations for staff as to consumer contacts? 

2. The AAA regularly evaluates the work being done by their contractors. 

3. The AAA has a waitlist for OPI services. 

4. The AAA bills consumers who have been assessed as having a fee, or documentation regarding waived fees.
OPI CONSUMER MONITORING REVIEW on SurveyMonkey

- Review of 15% of February 2018 OPI caseload, randomly drawn and given a new identifying number. Mix of OPI consumers (including the expansion pilot) minimum of 2 cases to review.
- The consumer lists were sent to the AAAs on 3-9-18.
- The review will be of the case in OACCESS, paper file and CAPS that was completed between March 2017 and April 2018.
- The consumer monitoring review **cannot** be completed by the person who did the CAPS or is the Case Manager/Service Coordinator.

SurveyMonkey Consumer Monitoring Review

- The link to get to the survey is: https://www.surveymonkey.com/r/KB79PY
- Complete one survey at a time. Cannot come back to complete the 22 questions.
- The first 5 questions pertain to the AAA.
- Question 3, the sample number is found on the AAA list.
SurveyMonkey
Consumer Monitoring Review

- Questions in the review tool cover the OACCESS (OA) CAPS assessment
  - Looking at the SPL
  - Date the assessment was completed
  - Confirming that the OA client details has at minimum one diagnosis listed
- Areas for comments are available for the AAA reviewer to note any comments to note either successes or gaps

SurveyMonkey
Consumer Monitoring Review

- Reviewing information in the OA Case Narration to look for comments on location (Question 10).
- Look for the date completed (in example 10-13-17) and date narrated. Looking at a calendar 10-18-17, this was done in 3 business days due to weekend.
SurveyMonkey Question 13

- Specifically looking at the OPI service plan associated with the assessment you noted earlier on questions 6 & 7.

OPI Service Plan in CAPS/OACCESS

13. The paid OPI services in the service plan are:
   (check all that apply)
   - In-home Care (HCI) hourly
   - HHC home care
   - Adult Day Services
   - Home Delivered Meals
   - Transportation
   - In-home OPI Services

14. Are the needs identified in the CAPS assessment addressed in the service plan?
   (AR 17-041, OAR 411-032-0016 1c, d, e and OAR 411-031-0015 1a)
   - Yes
   - No

SurveyMonkey Question 14

View Details shows need areas and actual hours used in the plan. In this example it does not show who is assisting the consumer with housekeeping.

View Dtl, gives you the overview of needs and what was used to create the service plan.
When the row for the natural support is highlighted you can look at the information for the row, by pressing the Needs Association button.

Compare the services in the OPI service plan to these listed in the OAA Services tab. Case Management will not be listed in OPI service planning, but all other services should be.

Look for units in the Qualifiers/Units pop up, look for units added during this past year. Some AAA’s use other approved systems, use those systems to check for units.
SurveyMonkey

OPI Form Review

Look in the consumers' desk file these forms should be present.

- 354 Workers Comp Agreement
- 0287L OPI service agreement *
- 0287K OPI fee determination *
- 0287J OPI risk assessment tool (or it could be in the Care Tool) *
- 546N, for HCW(s) and/or In-Home Care Agencies *
- 737 Program Participation Agreement or Representative Choice Form *

* needs to be dated within the past 12 months since the benefit
354 & 287J FORMS

Workers' Compensation Agreement

Client agreement.

You give your authorization and consent by signing below.

By providing your consent, you are agreeing to let the Home Care Commission (HCC) complete the claims process for your benefit. This may include the HCC completing forms and submitting them to the state's workers' compensation program. It also means that you agree to cooperate with the HCC or the insurance company when they process injury claims.

If your homemaker worker is injured while providing services for you, contact the HCC or your case manager, to tell them about the injury, as soon as possible. You can contact the HCC at 1-888-365-0001.

546 N FORM
Part 3: Plans to Address Any Identified Gaps
Please identify any areas where your AAA or program partners are not fully meeting the standards, need assistance to meet the standards, or need to take further steps to reach the program goal.

<table>
<thead>
<tr>
<th>Issue where AAA is not yet meeting standards, or facing challenges</th>
<th>Proposed plan or steps the AAA will take.</th>
<th>Lead or responsible person</th>
<th>Goal date for completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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</tbody>
</table>

Based on the monitoring and consumer monitoring reviews what areas are not meeting the standards, or need assistance to meet the standard, or needs further steps to reach the standard.
Please Identify any areas where your AAA has been successful in achieving or exceeding its goals while fully meeting the standards, and identify the main factor(s) in achieving success.

**Part 4: Areas of Program Success**

Please identify any areas where your AAA has been successful in achieving or exceeding its goals while fully meeting the standards, and identify the main factor(s) in achieving success.

<table>
<thead>
<tr>
<th>Area of success</th>
<th>Brief description of particular program success and sustainability</th>
<th>Main factor(s) leading to particular success (be brief and specific)</th>
</tr>
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<tbody>
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</table>

Due July 13, 2018. Please submit only to SUA.Email@state.or.us. Thank you!

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**Questions and Technical Assistance**

Email questions to: sandy.h.abrams@state.or.us or call at 503-947-2391

Monitoring tools are posted on the State Unit on Aging website under AAA monitoring and tools:

http://www.oregon.gov/DHS/SENIORS-DISABILITIES/SUA/Pages/Area-Agency-Aging.aspx