

Action Request Transmittal Aging and People with Disabilities



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Number: APD-AR-23-025

Issue date: 10/12/2023

Topic: Other

Due date:

Subject: AAA Monitoring of ADRC, Family Caregiver Support Program (FCSP), and Oregon Project Independence (OPI)

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Action required:

AAAs must complete monitoring self-assessments for the ADRC, Family Caregiver Support Program and OPI Programs. Completed self-assessments should be submitted to the Community Services and Supports Unit (CSSU) email at SUA.Email@odhsoha.oregon.gov no later than **January 31, 2024**.

The self-assessment tools are on the Community Services and Supports website under **AAA Monitoring and Tools:** <http://www.oregon.gov/DHS/SENIORS-DISABILITIES/SUA/Pages/Area-Agency-Aging.aspx>

ADRC monitoring will be completed through a survey monkey (link will be included on the website noted above). There will also be a PDF included on the website with instructions on where to pull the specific reports for the data on the survey.

Family Caregiver Support Program monitoring will be completed using Microsoft Forms to complete the FCSP Monitoring Tool. There will also be a PDF on the FCSP-RAPP website with instructions on using Microsoft Forms.

Additional information for OPI monitoring:

- As part of the OPI monitoring, the CSSU will be sending each AAA a list of OPI (including pilot) consumers that the AAA will need to review, using Microsoft Forms to report on key items for each selected consumer.
- This list will be sent to AAA directors and/or OPI program supervisors no later than October 31, 2023.
- The CSSU will randomly select 15% of current OPI consumers for each AAA to review, with a minimum of 10 consumers for any AAA. For quality assurance purposes, the review of the case cannot be done by the assigned case manager.
- The OPI monitoring tools and a recording explaining how to complete the OPI monitoring will be available on the CSSU website at:
<https://www.oregon.gov/dhs/SENIORS-DISABILITIES/SUA/Pages/Area-Agency-Aging.aspx> under “AAA Monitoring and Tools”

Reason for action:

The Department of Human Services and Area Agencies on Aging have agreed to approach the Older Americans Act program monitoring through a self-assessment framework. The contract between ODHS and AAAs states:

Program Monitoring. ODHS 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 and Oregon Project Independence OAR-411-032 and ORS 410.210 through 410.310.

- a. AAA agrees to participate with ODHS to develop a performance management framework to include objectives and metrics based on adherence to program standards as demonstrated through self-monitoring.
- b. AAA agrees to report progress towards these objectives and metrics utilizing agreed upon format and intervals.
- c. ODHS agrees to notify AAA in writing of intent to conduct onsite evaluation of reported performance management data and AAA agrees to provide ODHS access to its facility(ies) and staff, all related program and fiscal documentation, AAA’s subrecipient reports and any other related documentation to substantiate performance management reporting data.

If you have any questions about this action request, contact:

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