

**From:** Kester, Tony  
**To:** Beard, Rene <rbeard@aging.sc.gov>  
**Date:** 10/30/2014 10:43:44 AM  
**Subject:** FW: AAA Performance Measures - Additional States  
**Attachments:** [Section\\_3\\_Performance\\_Projections.pdf](#)  
[AAA-TA400.pdf](#)

---

Tony Kester  
Aging Director  
South Carolina Lieutenant Governor's Office on Aging  
1301 Gervais Street, Suite 350  
Columbia, SC 29201  
Phone 803-734-9910, Fax 803-734-9886  
[kester@aging.sc.gov](mailto:kester@aging.sc.gov)

CONFIDENTIALITY NOTICE: This electronic mail may contain information that is privileged, confidential, and/or otherwise protected from disclosure to anyone other than its intended recipient(s). Any dissemination or use of this electronic mail or its contents by persons other than the intended recipient(s) is strictly prohibited. If you have received this communication in error, please notify the sender immediately by reply email so that we may correct our internal records. Please then delete the original message.

---

**From:** Fielder, Sue (DADS) [<mailto:sue.fielder@dads.state.tx.us>]  
**Sent:** Friday, October 24, 2014 12:26 PM  
**To:** Catherman, Tim (DARS); [gwen.mclarty@dhs.arkansas.gov](mailto:gwen.mclarty@dhs.arkansas.gov); [arbrown@dhr.state.ga.us](mailto:arbrown@dhr.state.ga.us); [Ted.Zimmerman@state.ma.us](mailto:Ted.Zimmerman@state.ma.us); [kari.benson@state.mn.us](mailto:kari.benson@state.mn.us); [tina.zsenak@aol.com](mailto:tina.zsenak@aol.com); [tbrown@age.ohio.gov](mailto:tbrown@age.ohio.gov); [Beth.Batman@okdhs.org](mailto:Beth.Batman@okdhs.org)  
**Cc:** Erin White; Burkhardt, Heather; Sam Haws; Kester, Tony  
**Subject:** RE: AAA Performance Measures - Additional States

Hello Tim,

Attached is a portion of our AAA Operations Manual which provides information about the type, purpose and use of performance measures in Texas. Please note the measures are mandated by the Texas Legislature.

One of the primary incentives to meet performance measures is for an AAA to be included in a "carryover pool" for the following fiscal year if performance measures are met within a variance. For smaller AAAs, this can be a significant amount of extra money – it all depends on how many of the AAAs are included in the pool.

I have also included information on the cyclical components of planning, service delivery and performance review provided to our AAAs in the form of a technical assistance memo.

If you have questions or wish to discuss, please let me know.

Sue Fielder  
Director, Area Agencies on Aging Section  
Texas Department of Aging and Disability Services  
701 West 51st St. MC: W-275  
Austin, TX 78751  
Phone: 512-438-4238  
[sue.fielder@dads.state.tx.us](mailto:sue.fielder@dads.state.tx.us)

---

**From:** Catherman, Tim (DARS) [<mailto:Tim.Catherman@dars.virginia.gov>]  
**Sent:** Friday, October 24, 2014 10:33 AM  
**To:** [gwen.mclarty@dhs.arkansas.gov](mailto:gwen.mclarty@dhs.arkansas.gov); [arbrown@dhr.state.ga.us](mailto:arbrown@dhr.state.ga.us); [Ted.Zimmerman@state.ma.us](mailto:Ted.Zimmerman@state.ma.us); [kari.benson@state.mn.us](mailto:kari.benson@state.mn.us); [tina.zsenak@aol.com](mailto:tina.zsenak@aol.com); [tbrown@age.ohio.gov](mailto:tbrown@age.ohio.gov); [Beth.Batman@okdhs.org](mailto:Beth.Batman@okdhs.org); Fielder,Sue (DADS)  
**Cc:** Erin White; Burkhardt, Heather; Sam Haws; Kester, Tony  
**Subject:** RE: AAA Performance Measures - Additional States

Good Morning:

We all recognize going down the road of implementing performance measures in an HHR arena is a daunting task particularly when there is funding formula. I applaud your efforts.

Your agency responded to Erin's NASUAD survey that your state has some form of performance measures in place for AAAs and that you would be willing to share them. If you would kindly send us what every you may have, whether it is policy, contract or just a process, I am sure we all would be interested.

Thank you for your help!

Tim



Tim Catherman  
Department for Aging and Rehabilitative Services  
*Virginia Division for the Aging*  
1610 Forest Ave, Suite 100  
Henrico, VA 23229  
Phone: (804) 662-9309  
[www.vadars.org](http://www.vadars.org)  
[Like us on Facebook!](#)

---

**From:** Erin White [<mailto:EWhite@nasuad.org>]  
**Sent:** Wednesday, October 22, 2014 4:04 PM  
**To:** Burkhardt, Heather; Catherman, Tim (DARS); Sam Haws; Kester, Tony  
**Subject:** AAA Performance Measures - Additional States

Good afternoon,

I received a few additional survey responses and have attached for your reference an updated list of states willing to discuss their AAA performance measures.

Thank you,  
Erin

Erin White  
Policy Associate  
NASUAD  
1201 15th Street, NW  
Suite 350  
Washington, DC 20005  
[www.nasuad.org](http://www.nasuad.org)  
Telephone: 202-898-2578  
Fax: 202-898-2583  
E-mail: [ewhite@nasuad.org](mailto:ewhite@nasuad.org)

