



State of New Jersey

DEPARTMENT OF HUMAN SERVICES

DIVISION OF AGING SERVICES

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Governor

KIM GUADAGNO

Lt. Governor

JENNIFER VELEZ, ESQ.
Commissioner

DATE: April 4, 2014
NUMBER: 2014-5; 1-5
TYPE: Policy Memorandum
SUBJECT: 2013 Annual Assessments of Area Agencies on Aging
EFFECTIVE: Immediately
APPLICABILITY: Executive Directors, Area Agencies on Aging

BACKGROUND:

Each year the Division of Aging Services (DoAS) conducts an assessment of the Area Agencies on Aging (AAA) to evaluate the AAA's performance and operations during the previous year. The enclosed tool, Area Agency on Aging 2013 Performance Standards, which also serves as the self assessment tool, has been revised to reflect feedback from AAA directors and input from state administration staff. An overview of the revisions is attached for your convenience.

POLICY:

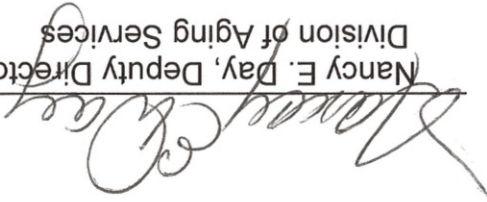
The DoAS will conduct a desk review of all twenty one counties and an on-site assessment of seven or more counties each year. Each AAA will be subject to an on-site assessment every third year, unless circumstances warrant more frequent visits. Technical Assistance will be provided on an as-needed basis.

All AAAs are required to return a completed self-assessment tool by May 2, 2014. This tool includes the form entitled Compliance Issues and Important Events; AAA Initiatives, Best Practices and Program Highlights during 2013; and AAA Evaluation of the Division of Aging Services. For your convenience in replying, the self-assessment tool will be sent to you electronically. Complete assessment in a WORD document and save to your computer as a WORD document. Scan only the completed last page (containing the AAA Executive Directors' signature) as a PDF. Send the following via email to both patricia.matthews@dhs.state.nj.us and stephanie.rietze@dhs.state.nj.us:

1. E-mail the entire assessment in a WORD document; along with,
2. PDF of the last page only (signature page).

The AAAs scheduled for an on-site programmatic and fiscal assessment in 2014 for program year 2013 are Burlington, Camden, Essex, Gloucester, Hudson, Hunterdon, Monmouth Morris and Somerset. Thanks to those AAAs who have already scheduled a date. DoAS staff will contact the remaining AAAs scheduled for an on-site assessment this year to set a date between May 3 and September 30, 2014.

Should you have any questions regarding the assessment process, please contact Tina Zsenak at 609-588-6802 or Patricia Matthews at 609-588-6527.


Nancy E. Day, Deputy Director
Division of Aging Services

NED/TJZ/PM

Comments Related to 2013 Performance Standards Revisions

1. Rating/ Rationale Column: indicate your rating for each standard, as well as rationales for ratings of "2" or "3" for each standard- clarification requested.

Clarification- Rating and rationale columns were combined to provide more space.

Rationales are only needed for ratings of "2" and "3".

2. E- mail a copy of your completed form as a word document (with a scanned copy of the last page containing the date and signature of the AAA/ADRC Executive Director to: tina.zsenak@dhs.state.nj.us and copy both patricia.matthews@dhs.state.nj.us and stephanie.rietze@dhs.state.nj.us

Clarification- We originally requested a scanned copy of your self- assessment tool; however, we want it sent as a word document to save time and make it is easier to work with. We will **require** a scanned copy of the last page containing the date and signature of the AAA/ADRC Executive Director.

3. Standard # 18 The AAA/ADRC established ADRC Quality Management Committee to provide on-site oversight of the partnership process. **Comment:** Need more guidance related to this standard. The appeared to be problems with the name of this committee. Some AAA directors to felt that this would be another level of oversight and would conflict with county policy. In addition there were questions related to the indicators

Clarification-

Name-The name of this committee was taken from federal guidance for the ADRC; however, since the title may be misleading we agreed to change it to *ADRC Partnership Committee*.

Guidance-This committee is a collaborative effort, among the identified partners, ensuring that the main mission of the ADRC (No Wrong Door) is met. What partners are included depends on the AAA and their identified needs. Since the AAA takes the lead in this committee, they will be the ones to determine which partners are needed. Partners may include: CWAs, CLIs, hospitals and the provider network. The main purpose of the committee is to develop protocols to ensure the ADRC process is consistent, that the ADRC partners know their role in the process, whether this is simply making referrals, or providing one of the formal ADRC functions: I & A, Screen for *Community Service*, Initial Options Counseling and, in specified counties, the Assessment.

By meeting through-out the year, the AAA and ADRC partners will be able to identify new partners that need to be included, identify and resolve problems and ensure that all elderly and persons with disabilities needing HCB services are referred, to the appropriate person, department, agency etc., where their particular needs can addressed.

Indicators-Will include: ADRC Partnership Protocols, ADRC Partnership Committee Meeting Agendas, attendance sheets with signatures and minutes.

4. New Standard - #19 - Completed and Submitted the SART report semiannually (April and October). **Comment** This new standard should begin in 2015.

Comment: This was a known requirement of ADRGs as of May 2012; therefore it will remain as a standard for 2013.

5. Under *Cultural Competency*, the new standard # 2- the AAA/ADRC considers the ethnic and cultural requirements of its constituents in developing and providing services. (Culturally appropriate programs offered in various languages, ethnic meal for example). Clarification requested related what indicators to use to determine compliance.

Clarification- In addition to services, programs and materials, the most recent Census data and the *Target Population-Targeting Goals* Table for the AAA should be used.