

**From:** Kester, Tony  
**To:** Beard, Rene <rbeard@aging.sc.gov>  
**Date:** 11/5/2014 4:43:01 PM  
**Subject:** FW: AAA Performance Measures - Additional States  
**Attachments:** MA Title III Standards and Indicators October 2014.pdf

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**From:** Zimmerman, Ted (EHS) [mailto:ted.zimmerman@state.ma.us]  
**Sent:** Wednesday, November 05, 2014 4:14 PM  
**To:** Catherman, Tim (DARS); gwen.mclarty@dhs.arkansas.gov; arbrown@dhr.state.ga.us; kari.benson@state.mn.us; tina.zsenak@aol.com; tbrown@age.ohio.gov; Beth.Batman@okdhs.org; sue.fielder@dads.state.tx.us  
**Cc:** Erin White; Burkhardt, Heather; Sam Haws; Kester, Tony  
**Subject:** RE: AAA Performance Measures - Additional States

Hello Tim,

Attached to this communication is the October 2014 version of the Massachusetts Title III Programs – Standards and Indicators document. The document provides benchmarks for high quality operation of Title III Programs and menus of activities in support of achieving them. Taken together, these benchmarks of quality and sets of activities provide a foundation for the Executive Office of Elder Affairs' (EOEA) evaluation and monitoring of Title III Programs as carried out by the 23 Area Agencies on Aging in Massachusetts.

Program monitoring activities related to program specific operations funded in whole or in part by Title III are managed by personnel from specific EOEA programs. EOEA program staff from the Nutrition, Family Caregiver, Homecare, I&R, and LTC Ombudsman programs are charged with visiting AAAs and Nutrition Programs to monitor and evaluate activities, standards, consumer records and program operations; for example, the state Nutrition Program staff visit Nutrition Projects and evaluate programs for nutrition standards, sanitation issues, etc. The role of the Title III monitoring effort is to work in coordination with existing program specific monitoring activities and integrate Federal and State regulations and requirements into a broader view of program quality and effectiveness.

Our aim is to identify and resolve deficiencies within the system and work to build a positive rapport with the AAAs. This effort has resulted in a collaborative effort in resolving identified corrective actions. Observations of best practices play a key role in our monitoring review, and best practices are shared across the entire AAA network.

While this is not our only method for measuring performance, (other means include; NAPIS SRT reviews, annual AAA provider reviews, budget evaluations, etc.) the document offers a “one stop shop” for assessing AAA efforts. I hope you find the document helpful.

Thank you.

Ted Zimmerman

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**From:** Catherman, Tim (DARS) [<mailto:Tim.Catherman@dars.virginia.gov>]

**Sent:** Friday, October 24, 2014 11:33 AM

**To:** [gwen.mclarty@dhs.arkansas.gov](mailto:gwen.mclarty@dhs.arkansas.gov); [arbrown@dhr.state.ga.us](mailto:arbrown@dhr.state.ga.us); Zimmerman, Ted (ELD); [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); [sue.felder@dads.state.tx.us](mailto:sue.felder@dads.state.tx.us)

**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 you 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



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**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

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**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

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