

From: Kester, Tony
To: Beard, Rene <rbeard@aging.sc.gov>
Date: 10/30/2014 10:43:33 AM
Subject: FW: AAA Performance Measures - Additional States
Attachments: [Assessment Process for training.doc](#)
[AAA 2013 Standards final draft standards 3 4.doc](#)
[pm2014 -5;l-5 Annual Assessments AAAs 2013.pdf](#)

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From: Tina Zsenak [mailto:Tina.Zsenak@dhs.state.nj.us]
Sent: Friday, October 24, 2014 12:54 PM
To: Catherman, Tim (DARS)
Cc: Erin White; Burkhardt, Heather; Sam Haws; Kester, Tony
Subject: RE: AAA Performance Measures - Additional States

Hi Tim,

We have been using the attached performance standards (not so much official performance MEASURES) for evaluating our AAAs. I have also attached an overview of our process and our Policy Memorandum. I hope you find this helpful.

Each year in January, we review the standards with input from our AAA Executive Directors. The standards are then sent to each AAA as a self-assessment. Since we have 21 AAAs we complete 7 (or more if needed) on-site full assessment visits. The remaining 14 AAAs receive desk assessments.

I would be interested to see what other states are using. I agree that moving toward measurable outcomes for all standards is a daunting task. Many years ago when we were developing our NJ standards, I recall seeing a very detailed assessment grid used to evaluate AAAs...I believe it was given to us from North Carolina. It had scoring based on risk...for instance, high risk would include a AAA that had a new director less than one year on the job etc... This may be worth looking in to.

Please feel free to contact me if you should have questions.

Tina

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

Sent: Friday, October 24, 2014 11:38 AM

To: Tina Zsenak

Cc: Erin White; Burkhardt, Heather; Sam Haws; Kester, Tony

Subject: RE: AAA Performance Measures - Additional States

Tina: The other email address came back as undeliverable, so I am sending this to your work address. Please see the email below.

Tim



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From: Catherman, Tim (DARS)

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

To: 'gwen.mclarty@dhs.arkansas.gov'; 'arbrown@dhr.state.ga.us'; 'Ted.Zimmerman@state.ma.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

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



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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
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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