

FUNDED PARTNER ACTIVITY REPORT SFY 2017-18: MID-YEAR PERFORMANCE (July – December) AND YEAR-TO-DATE UPDATES ON OTHER MATTERS

Compiled February 21, 2018

Updated February 22, 2018

For most of the Funded Partners, the scope of this report only includes events that have occurred since July 1, 2017 as that marked the beginning of the newest contract cycle. For Funded Partners operating on a different contract cycle (i.e., Caregiver Assessment & Support in Placer, Sacramento & Yolo; Caregiver Respite in Placer, Sacramento, Sutter & Yuba; Home Meds in Placer, Grandparent Services in Sacramento; and, Transportation in Yolo) the scope of this report includes events that occurred from State Fiscal Year (SFY) 2014-15 to date.

I. OUTSTANDING ACHIEVEMENT

Specific language is now being proposed that would establish a standard process AAA4 may use to recognize outstanding achievement among our Funded Partners.

II. OPEN MATTERS

Due to out-of-range performance at the end of the First Quarter, the following programs were placed on **Watch** status:

- i) Del Oro CRC, Caregiver Assessment (Placer)
- ii) Del Oro CRC, Caregiver Assessment (Sacramento)
- iii) Del Oro CRC, Caregiver Assessment (Yolo)
- iv) Personalized HomeCare, Personal Care (Placer)
- v) Personalized HomeCare, Personal Care (Sacramento)

There is also an active grievance (see Section V. below).

III. UPDATE on NEW PROVIDERS/PROGRAMS

There are five “new” Funded Partners/Programs this SFY.

Caring Choices’ Title III-B Respite program: Yuba-Sutter (rows #7 & #9)

- III-B Respite is a new service category for AAA4.
- A zero scope of service was granted for Q1.
- Some prospective clients chose not to begin receiving services until January.
- Added new clients in January which will increase service hours.

Community Legal: Nevada & Yuba-Sutter (#11, #13-14)

- Community Legal is the new AAA4-Funded Legal provider in these counties.
- Slow start in Q1.
- Did 12 Outreach Activities and 13 Educational Programs in Q2.
- A founding Board Member has been hired as the new Executive Director.

FREED’s Senior I&A program: Yuba-Sutter (#34 & #37)

- FREED is the new AAA4-Funded I&A provider in these counties.
- Slow start in Q1.
- Community partners and the general public slow to embrace new phone number, new location and new service provider.
- Staff working to fine tune their new I&A database.

Personalized HomeCare: Western Placer & Sacramento (#61-62)

- Personalized is the new AAA4-Funded provider of Personal Care in these counties.
- July 1: Immediately inherited existing and wait-listed clients from prior provider.
- AAA4 unable to advance resources to provider to hire additional staff.
- Q2: Unprecedented difficulty hiring new staff, particularly in Placer.

Seniors First – Meals on Wheels Placer: Western Placer County (#68)

- Seniors First is the new AAA4-Funded provider of Home-Delivered Meals.
- Benefitted from a smooth transition with the prior provider.
- Q1 performance on the mark.
- Q2 performance exceeded expectations.

IV. IMPACTED SERVICES

The 2017-19 RFP established new procedures regarding Wait Lists. AAA4 Staff needs to provide further guidance to all Funded Partners before information in this category can be captured and reported consistently.

V. QUALITY ASSURANCE

On Thursday, January 18th a client of Personalized HomeCare called AAA4 to express concern about a likely interruption in services due to her regular homecare worker needing to leave town for approximately 3 weeks.

AAA4 took short-term, temporary steps to fill this gap and alleviate the client's concern; nevertheless, the client elected to file a formal grievance against the provider.

VI. COMPLIANCE (Not including Units of Service)

There are no compliance concerns from AAA4 data, contract or fiscal staff.

VII. PERFORMANCE (Units of Service Only)

Initially, the number of service units to be provided during the contract period are set by successful RFP applicants or renegotiated between AAA4 staff and the Funded Partner before a contract is executed. In accordance with past direction from JPEC, just three classifications have been used to sort performance levels:

125% or More =	Above-Range Performance
86% – 124% =	Within-Range Performance
85% or Less =	Below-Range Performance

The figures in the attached chart are the cumulative, Mid-Year results for the current SFY (July 1, 2017 through December 31, 2017).

The Performance Chart also lists award amounts and costs per unit for each line item as appropriate. The "Annual Award" is also referred to as the contracted award amount; it is the maximum dollar amount the Funded Partner can request from AAA4 in reimbursements during the term of the contract agreement. Funded Partners usually expend all of the available funds by June 30.

In most circumstances, the Annual Award is less than the Total Program Budget because most Funded Partners are required to supply matching funds (cash or in-kind) and because AAA4 resources alone are often insufficient to operate a successful service.

The "Annual Cost per Unit" is simply the maximum annual award divided by the total number of units the program has agreed to provide during the fiscal year. It can also be thought of as the average rate Area 4 has agreed to pay for services; however, it is important to keep in mind these are NOT performance-based contracts. Funded Partners are reimbursed for their allowable costs, not for the number of units they provide – hence the need for simultaneous monitoring of program performance and spending.

Again, the Annual Cost per Unit is shown as a flat rate, based on the assumption the program will provide ALL of the contracted units. If the performance for a particular program happens to be exactly 100%, then the units were provided exactly as planned. Precision can be very difficult to achieve, so some degree of variance is expected.

When performance is above 100%, then the Funded Partner operated at a lower Cost per Unit than originally negotiated. This might indicate a conservative scope of service or better-than-expected efficiencies; it might also indicate cost-cutting measures or a dilution of service quality. Thus, significant above-range performance is not necessarily a sign of positive outcomes.

Conversely, when performance is below 100%, then the Funded Partner operated at a higher Cost per Unit than originally negotiated. This might indicate an optimistic scope of service or unexpected losses of efficiency; it might also indicate an investment of resources or an enhancement in service quality. Thus, significant below-range performance does not necessarily suggest an undesirable outcome.

VIII. NEXT STEPS

The recommendations made by JPEC will be noted below and sent to the Governing Board. Affected Funded Partners are welcome to attend either or both meetings and will have an opportunity to briefly speak (or have a written statement read on their behalf) prior to votes being cast.

The AAA4 Staff suggestions below are based upon relevant information available at the time, and Staff suggestions are subject to change. Members of JPEC are not obligated to accept suggestions from Staff or requests from Funded Partners.

Item	AAA4 Staff Suggestions for JPEC action	JPEC Action
A ²	<p>As noted in Section II above, a grievance has been filed against Personalized HomeCare. Based on the accounts of the grievant in this matter and the accounts of several other, anonymous individuals regarding similar experiences, AAA4 Staff believe that on a number of occasions and over a prolonged period, Personalized Homecare has failed to furnish current and prospective clients with realistic expectations as to when and if care might be provided to them via the AAA4 award.</p> <p>Personalized HomeCare is a <u>new</u> Funded Partner this SFY, although they have contracted with AAA4 previously for the same service in the same counties.</p> <p>Staff suggest the program be placed on Probation until such time as appropriate corrective actions have been clearly delineated, imposed and completed to the satisfaction of AAA4 Staff and JPEC.</p> <p>(Also see item X² regarding performance)</p>	<p>Approve Staff Suggestion (5-0)</p>

Item	AAA4 Staff Suggestions for JPEC action	JPEC Action
B ²	AAA4's Senior I&A program (row #2) continues to perform below range and is well below 50% year-to-date at mid-year. This program has <u>voluntarily</u> requested a reduction in the annual scope of service. Staff suggest the scope be reduced to better reflect actual performance.	Tabled
C ²	Caring Choices Caregiver Respite percentages in Sutter (#6) and Yuba (#8) dropped substantially, but both counties remain well above 50% year-to-date at mid-year. Staff suggest no action be taken at this time.	Tabled
D ²	Caring Choices' III-B Respite program in Sutter (#7) and Yuba (#9) counties began the SFY far below their projected levels; the year-to-date figures should be much closer to 33% (i.e., one-third of the annual scope of work in this case). This is a <u>new</u> service category for Caring Choices this SFY. Staff suggest Watch Status be applied to both programs.	Tabled
E ²	AAA4 Staff recently met with Community Legal (serving Nevada, Sierra, Sutter and Yuba counties (#11-14)) to meet their new Executive Director and to discuss their scopes of service. We found there are allowable activities this program has not reported, yet they are opting not to reassess old information but to concentrate fully on moving forward. This is the first, full-year contract with Community Legal, <u>newly serving</u> Nevada, Sutter & Yuba counties; previously they contracted with AAA4 to provide the same service in Sierra County. Staff suggest scopes of service be adjusted in all four counties to better reflect past performance and to incorporate revised projections for the remainder of the SFY.	Tabled
F ²	Connecting Point: 211 Nevada, Senior I&A (#16) performed below range in Q2 and is well below 50% year-to-date at mid-year. Staff suggest Watch Status be applied.	Tabled
G ²	Although Cordova Neighborhood Church (#17) exceeded its scope for Q2, their year-to-date figure is spot on at 51%. Staff suggest no action be taken at this time.	Tabled
H ²	Watch Status is already in effect for Del Oro Caregiver Resource Center's Caregiver Assessment programs in Placer (#19), Sacramento (#22) and Yolo (#25). While there has been some course correction since Q1, the year-to-date percentages should now be closer to 50%. Staff suggest Watch Status remain in effect for all three programs.	Tabled

Item	AAA4 Staff Suggestions for JPEC action	JPEC Action
I ²	Del Oro Caregiver Resource Center's Caregiver Assessment programs in Placer (#20) and Sacramento (#23) varied drastically from Q1 to Q2. Staff suggest Watch Status be applied to both programs until or unless a more consistent pattern emerges.	Tabled
J ²	Del Oro Caregiver Resource Center's Caregiver Assessment program in Yolo (#26) has corrected course. Staff suggest no action be taken at this time.	Tabled
K ²	Following two short-term extensions, Dignity Health's Transportation programs are now authorized through June 30, 2019. A new, 12-month scope of service for the current SFY is pending. No action is necessary at this time.	Tabled
L ²	FREED's Home Repair programs in Nevada (#31) and Sutter (#33) have over-corrected with strong performances in Q2, but their year-to-date figures are close to 50%. Staff suggest no action be taken at this time.	Approve Staff Suggestion (5-0)
M ²	FREED's Home Repair program in Yuba (#36) is far above range at mid-year. Staff suggest Watch Status be applied.	Approve Staff Suggestion (5-0)
N ²	FREED's Senior I&A program in Sutter (#34) and Yuba (#37) have lost ground in Q2. This is a <u>new</u> service category for FREED this SFY. Staff suggest Watch Status be applied to both programs.	Approve Staff Suggestion (5-0)
O ²	FREED's Transportation Voucher program in Sutter (#35) is close to 50% year-to-date. Staff suggest no action be taken at this time.	Approve Staff Suggestion (5-0)
P ²	FREED's Transportation Voucher program in Yuba (#38) lost ground in Q2. Staff suggest Watch Status be applied.	Approve Staff Suggestion (5-0)
Q ²	AAA4 Staff are working with Inc. Seniors in Sierra County to clarify their scope of service projections for nutrition (#41-42) for the balance of the current SFY. Staff withhold suggestion until final figures are determined.	Tabled
R ²	Per the direction of CDA's Data Team, AAA4 Staff are working with Lilliput to recalculate their scope of service figure for Support Group hours (#45) for the current SFY. Staff withhold suggestion until final figures are determined.	Tabled

S ²	LSNC's Yolo Office further overshoot its target for Legal Advice/Counseling (#48) in Q2 and is well above 50% year-to-date. Staff suggest Watch Status be applied.	Tabled
Item	AAA4 Staff Suggestions for JPEC action	JPEC Action
T ²	AAA4's Mature Edge program (#50-55) is currently dark while the sole program coordinator is on medical leave. Staff suggest Watch Status be applied.	Tabled
U ²	Meals on Wheels by ACC's namesake program in Sacramento County (#57) is consistently performing above range and is well above 50% year-to-date. Staff suggest the scope be increased to better reflect actual performance.	Place on Watch (5-0)
V ²	Meals on Wheels Yolo County's namesake program (#59) gained ground in Q2 and is close to 50% year-to-date. Staff suggest no action be taken at this time.	Tabled
W ²	Paratransit: Gold Country LIFT (#60) well overshoot its Transportation target in Q2 and is well above 50% year-to-date. Staff suggest Watch Status be applied.	Tabled
X ²	<p>Watch Status is already in effect for Personalized HomeCare which gained some ground in Placer County (#61) while losing a little in Sacramento (#62). This program has <u>voluntarily</u> requested a reduction in the annual scope of service and is amenable to a reduction in award.</p> <p>Personalized HomeCare is a <u>new</u> Funded Partner this SFY, although they have contracted with AAA4 previously for the same service in the same counties.</p> <p>For both line items, Staff suggest the scope be reduced to better reflect actual performance and that any portion of the SFY 2017-18 award that would otherwise be unspent be reallocated to other Funded Partners on a one-time basis (in accordance with past practice regarding funding augmentations).</p>	Approve Staff Suggestion (5-0)
Y ²	PIRS (#63) is consistently exceeding its Home Repair target and is well above 50% year-to-date. Staff suggest the scope be increased to better reflect actual performance.	Tabled
Z ²	Rebuilding Together (#64) well overshoot its Home Repair target in Q2 and is well above 50% year-to-date. Staff suggest Watch Status be applied.	Tabled
AA ²	Seniors First lost ground in its Transportation program (#67) but is still close to 50% year-to-date. Staff suggest no action be taken at this time.	Tabled

Item	AAA4 Staff Suggestions for JPEC action	JPEC Action
AB ²	Seniors First performed above range in its Home-Delivered Meals program (#68) but is still close to 50% year-to-date. This is a <u>new</u> service category for Seniors First this SFY, although they have contracted with AAA4 previously for the same service in the same county. Staff suggest no action be taken at this time.	Tabled
AC ²	Sierra Senior Services continues to perform well above range in Home-Delivered Meals in Nevada County (#70) and is well above 50% year-to-date in that category. Staff suggest the scope be increased to better reflect actual performance.	Tabled
AD ²	Stanford Settlement continues to perform below range in their Transportation program (#72) but has not stayed too far from 50% year-to-date. Staff suggest Watch Status be applied.	Approve Staff Suggestion (5-0)
AE ²	Tahoe Transportation District made dramatic moves in opposite directions in Nevada (#73) and Placer (#74) in Q2; both counties are well below 50% year-to-date. This program has <u>voluntarily</u> requested a reduction in the annual scope of service and is also amenable to a reduction in award for costs not incurred. Staff suggest the scope be reduced for both line items to better reflect actual performance and that the portion of the SFY 2017-18 award that would otherwise be unspent be reallocated to other Funded Partners on a one-time basis (in accordance with past practice regarding funding augmentations).	Approve Staff Suggestion (5-0)
AF ²	As to the balance of programs from row #1 through row #80 that have not been cited in this table above, Staff suggest no action be taken at this time.	Tabled
AG ²	OTHER: JPEC will convene again to address the Tabled Items. The Tentative Date is Thursday, April 5 at AAA4. Time TBD.	

Meeting Notes:

Committee Members present: Parent (Chair), Pearce (Vice Chair), Bowen, Brunner & Pennebaker.

A4 Staff present: Tift (Liaison), Miller, Berry, Borowiak, Mills, Pacheco, Reigert & Vasquez.

Programs Represented: Community Link – 211 Sacramento, FREED, MOW by ACC, Stanford Settlement & Tahoe Transportation District.