

These performance standards outline Area 4 Agency on Aging's (A4AA's) expectations as to the fulfillment of the scope(s) of service contained in this contractual agreement. Minimally, these standards apply to the primary scope(s) for each service category as measured by the corresponding unit of service (e.g., meals, one-way rides, hours, etc.). If a service category is being provided in multiple counties, both county-level and aggregate performance shall be considered.

**(A.) Classifications**

For the purposes of monitoring and evaluation, performance levels shall be classified as follows:

- Above-Range Performance occurs when the actual number of service units provided is equal to or greater than 125% of the scope of service for a given time period.
- Within-Range Performance occurs when the actual number of service units provided is between 85% and 125% of the scope of service for a given time period.
- Below-Range Performance occurs when the actual number of service units provided is equal to or less than 85% of the scope of service for a given time period.

**(B.) Regular Monitoring Process by A4AA Staff**

A4AA staff collect and review performance data on a monthly basis. If A4AA staff deem an issue has the potential to escalate into a compliance, performance or quality assurance problem unless some type of intervention takes place, then as soon as possible A4AA staff will request the Funded Partner take corrective/preventative measures (see Part D below). Such measures will be commensurate with the severity of the situation, will be made in writing and will require a written response by a designated date.

**(C.) Regular Evaluation Process by A4AA Committee**

A4AA's Joint Program Evaluation Committee (JPEC) has primary responsibility for evaluating program performance. JPEC receives a comprehensive performance report from A4AA staff on a quarterly basis. In addition, all pending requests, recommendations, corrective actions and sanctions are reported to JPEC until such matters have been resolved.

Whenever JPEC convenes, new or further action may be suggested by staff before or during the meeting. No JPEC member is expected or otherwise obligated to approve a staff suggestion; JPEC may move an alternate action or no action at all. Any JPEC member may pose questions to staff and to designated representatives of a Funded Partner prior to casting a vote; however, failure of a Funded Partner to furnish a designated representative shall not, in and of itself, constitute sufficient cause to delay action by JPEC.

**(D.) Potential Corrective/Preventative Measures**

In an effort to achieve a more acceptable outcome than is otherwise anticipated, JPEC may recommend the A4AA Governing Board take one or more corrective or preventative measures, including but not limited to:

1) Take No Action at this Time

2) Require a Special Report

In this context, the term Special Report means a verbal presentation and/or a written statement to be provided by the Funded Partner at a specified time and place.

3) Adjust the Scope of Service

A change of Scope must be reflected in the Contractual Agreement. If the contract has already been executed, then the change can be made during the annual renewal process or through a Contract Amendment. In any event, A4AA and Funded Partner administrative deadlines and resources should be considered.

4) Place the Program(s) on Watch Status

In this context, the term Watch Status means JPEC will receive monthly updates on the Funded Partner's performance until JPEC deems doing so is no longer necessary. In and of itself, Watch Status does not constitute a formal sanction.

5) Consider Formal Sanctions

A sanction may include Probation, Withholding Funds, Suspension, a Funding Reduction or Contract Termination. As long as any formal sanction remains in place, the affected party is not in Good Standing with A4AA and, consequently, the affected party is not eligible to receive one-time-only funding or funding augmentations and may not be able to renew a contractual agreement with A4AA until the issue is resolved.

{See A4AA Sanction Policy for details}

In cases where the performance of a Funded Partner has been adversely affected by extenuating or unforeseen circumstances, A4AA staff may suggest and/or JPEC may recommend that customary measures be lessened or foregone. Such cases include but are not limited to:

- No prior history of performance problems.
- A delay in A4AA's ability to reimburse a Funded Partner in a timely fashion due to corresponding delays in the federal or state budget processes;
- A substantial reduction or loss of revenue from A4AA or from other sources;
- A significant disruption to a program's staff or volunteers due to a severe illness, condition or injury or due to a death;
- A disaster or emergency which obstructs the delivery of the service; or
- Another reason of comparable circumstance.