

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES/AREA AGENCY ON AGING

PROGRAM MONITORING SUMMARY

The Area Agency on Aging (AAA) is responsible for administering consumer services and programs for older adults primarily through a comprehensive network of service providers.

AAA Organization

The AAA structure consists of an Administrative division and three program divisions which encompass all programs and services:

Administration- Learning Center; Quality; Systems; Community Care Transition Program; and Centralized Monitoring

Care Coordination- Aging Waiver Service Coordination; Options Care Management; In Home Services; Special Programs; Family Caregiver Support Program; and the Senior Companion Program.

Community Based and Entry- Aging Waiver Enrollment; Home Delivered Meals/Congregate Meals; Information and Assistance/Intake; Senior Centers and Wellness Programs.

Prevention- Assessment; Domiciliary Care/Personal Care Home Supplement; Nursing Home Transition; Ombudsman; Protective Services; and Guardianship.

Standards

AAA program regulations and standards are primarily defined by the Pa. Department of Aging and the Pa Office of Long Term Living. Additional program quality standards and expectations are also defined by the AAA working with provider groups to assure mutual accountability.

Tools and Approach

A Centralized Monitoring Unit (CMU) is responsible for monitoring External Contracted Direct Service Providers and Internal AAA Direct Service Programs. Monitoring is an objective, consistent, transparent process in which all parties involved clearly understand what is expected.

The electronic scoring tools utilize an automatic tiered, weighted scoring system, define service standards with benchmarks to achieve for compliance and define acceptable evidence to be reviewed for each standard. In the case of Protective Services, a State mandated monitoring instrument is required.

The State Social Assistance Management System (SAMS) is utilized as a monitoring tool to extract provider and AAA information and program statistics. SAMS is a comprehensive automated management system which encompasses all aspects of assessment, care planning , service ordering,

service delivery, invoicing, fiscal payment and all data collection for monitoring and reporting requirements.

Monitoring findings are then reported to providers and Internal departments in the form of a dashboard detailing what % of the benchmark has been achieved.

External providers and Internal program departments are required to complete corrective action plans for non-compliance and are subject to further more severe interventions should non-compliance continue.

Program Quality Improvement

The CMU works in conjunction with the Quality Unit to assure continual quality improvement of AAA performance. Trend analysis of data is used to identify gaps, improve service, and/or initiate corrective action if necessary.

Consumer satisfaction surveys are completed on various services/programs and used to assess performance and identify areas in need of improvement. Survey results in some programs, are also reflected on consumer choice lists to help participants make informed decision when choosing a service provider.

In the course of monitoring, best practices are identified and communicated to providers and departments for implementation.

Provider Relations

Centralized monitoring was designed to promote open communication with providers and internal program departments, to assure mutual accountability, and to be objective and consistent.

Technical Assistance is offered not only throughout the monitoring process but also from the program departments when requested.

DHS Area Agency on Aging Program Monitoring

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