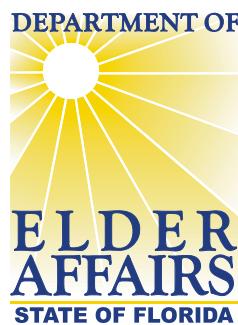


AGING RESOURCE CENTER TRANSITION PLAN

EVALUATION CRITERIA FOR SCREENING AND SCORING



Prepared December 2004

INSTRUCTIONS

This document includes the evaluation criteria and the instructions for screening and scoring the Aging Resource Center Transition Plans to be submitted by the Area Agencies on Aging before December 31, 2004. All plans will be subject to an initial screening by DOEA staff to determine completeness and compliance with the instructions issued on November 1, 2004, as Notice of Instruction #110104-3-I-PE. Those plans found to be complete and in compliance will then be forwarded to the DOEA Review Team for scoring. The Area Agencies on Aging with plans proposing to transition to Aging and Disability Resource Centers that receive the three highest scores will be selected for designation as ADRCs prior to March 1, 2005.

SCREENING: A preliminary review of each AAA transition plan will be conducted by screeners who will complete the Evaluation Criteria columns titled "Yes," "No," and "Page." Only those plans complying with all criteria, as indicated by each item in the "yes" column being checked except for Section IV "Other Information," which was not required, will be forwarded to the DOEA Review Team.

SCORING: The Department has identified some of the evaluation criteria as compliance items and others as performance items. Compliance items must be present for the AAA transition plan to be forwarded for review. Performance items, represented by unshaded boxes in the column titled "Score," must also be present and, to determine the most qualified ADRC candidates, will be scored on a range from 0-3 as defined in the evaluation criteria instrument.

The scoring methodology is based on the following factors. Since there are five scored items in Section I, the maximum scoring for that section on the range from 0-3 is 15. As these are required elements identified in s. 430.2053(6), F.S., the total raw score for this section will then be weighted by a factor of three for a maximum of 45 points. There are 20 scored items in Section II, for a maximum score of 60 points; this raw score will not be weighted. There are an additional five items in Section III, for a maximum score of 15 points; this raw score will also not be weighted. Sections IV and V will not be scored. Therefore the maximum attainable score is 120 points.

The DOEA Review Team will evaluate each performance element and assign it a score. Members of the review team may also provide narrative concerning their scoring decisions at the end of the Evaluation Criteria instrument in the table titled: "DOEA Comments and Recommendations." After each reviewer has scored the plans, the review team will meet and select by consensus the three highest scoring AAA plans for recommendation to the Department's Secretary for designation as ADRC pilot sites before March 1, 2005.

ACCEPTANCE OF PROPOSALS

The Florida Department of Elder Affairs (The Department) reserves the right to satisfy questions prior to Aging and Disability Resource Center (ADRC) designation regarding the Area Agencies on Aging (AAA) capability to fulfill the requirements of the ADRC and to fully execute all of the claims and promises set forth in the ARC Transition Proposal. The Department reserves the absolute right to reject any ARC Transition Proposal if the evidence submitted by the AAA fails to satisfy The Department that such AAA is, in fact, properly qualified to carry out the obligations of the ADRC and the terms of its Proposal.

After receipt of the ADRC Transition Proposals, the Department reserves the right to award the ADRC designation based on the terms, conditions, and premises of the Aging Resource Center Transition Plan Guidelines and related Template. The Department reserves the right to request necessary amendments from all AAA seeking designation as an ADRC and to reject any or all ARC Transition Proposals received, according to the best interest of the Department.

The Department also reserves the right to waive minor irregularities in ARC Transition Proposals providing such action is in the best interest of the Department. Where the Department may waive minor irregularities as determined by the Department, such waiver shall in no way modify the ARC Transition Proposal requirements or excuse the AAA from full compliance with the ARC Transition Proposal specifications and related requirements if the AAA is awarded the ADRC designation.

The Department reserves the right to exclude any and all non-responsive ARC Transition Proposals from any consideration for ADRC designation. The Department will award the ADRC designation to AAA whose offer is responsive to the ARC Transition Plan Guidelines and related Template and is most advantageous to the Department in price, quality, and other factors considered, regardless of any quantitative score assigned to the Proposal, in the proposal selection process. In awarding ADRC designation, consideration shall be given to such matters as the AAA integrity, performance history, financial and technical resources, and accessibility to other necessary resources.

The Department Secretary may make a written determination that it is in the State's best interest to conduct additional discussions or change the Department's requirements and require an additional submission of best and final ADRC Proposals.

REVIEW SHEET for PSA _____

SCREENING:

Date received: _____

Are all required elements covered in transition plan: _____ yes _____ no

If yes, indicate date plan was forwarded to DOEA Review Team for scoring of

performance items: _____

Printed Name and Signature of individual who completed screening

SCORING:

Date received from screeners: _____

Scoring methodology:

Section I: Total Raw Score (_____) X 3 = _____ points
[5 elements for a maximum of 3 points each = a raw score of 15 x weight of 3 = 45 points maximum for Section I]

Section II: Total Raw Score (_____) X 1 = _____ points
[20 elements for a maximum of 3 points each = a raw score of 60 x weight of 1 = 60 points maximum for Section II]

Section III: Total Raw Score (_____) X 1 = _____ points
[5 elements for a maximum of 3 points each = a raw score of 15 x weight of 1 = 15 points maximum for Section III]

TOTAL POINTS:

[45 + 60 + 15 = 120 points maximum]

Printed Name and Signature of individual who completed scoring

Date scoring completed: _____

ARC TRANSITION PROPOSAL

Evaluation Criteria

CONTENT SCORING (score items in unshaded boxes)	POINTS
Does not address element, does not meet minimum requirement or cannot be determined from proposal narrative.	0
Does not fully address element or does not clearly indicate how the minimum requirement will be met.	1
Adequately addresses element or meets minimum requirements.	2
Exceeds scope of element or exceeds minimum requirement .	3

PSA _____		Yes	No	Page	Score (0 - 3)
	Table of Contents				
	<ul style="list-style-type: none"> • Each page is sequentially numbered. • The location of each section is listed in the Table of Contents. 				
	Certification Page				
	<ul style="list-style-type: none"> • The Certification Page is completed as indicated. • The Certification Page is signed by the Board President and AAA Executive Director. 				
Section I	Minimum Review Standards				
1.1	Qualifications for designation as an ARC: AAA indicates plan to acquire the qualifications for designation as an Aging Resource Center, as listed in Sections 4.0 through 4.4.3 of the Implementation Plan.				
1.1.A	Organization and Governance, including: <ul style="list-style-type: none"> • discussion of the membership and role of the local coalition work group. • identification of the ARC governing body. • selection of an ARC executive director. • process for transitioning direct services to other providers in the PSA. 				
1.1.B	Capacity Standards, including: <ul style="list-style-type: none"> • capacity to serve clients in all counties in the PSA. • capacity to accept multiple funding source public dollars and payment from private sources. 				

PSA _____		Yes	No	Page	Score (0 - 3)
	<ul style="list-style-type: none"> capacity to contract with individuals, with for-profit entities, and with not-for-profit entities to provide some or all ARC functions (with prior approval from DOEA). 				
	<ul style="list-style-type: none"> capacity to receive funds from public or private foundations and corporations. 				
	<ul style="list-style-type: none"> capacity to comply with performance standards established by DOEA. 				
	<ul style="list-style-type: none"> capability to protect the confidentiality of applicant and recipient records in accordance with state and federal laws. 				
	<ul style="list-style-type: none"> capability to establish quality assurance policies, procedures, and systematic actions addressing: service standards, performance management, and client satisfaction. 				
	<ul style="list-style-type: none"> shall not operate in a manner to restrict, manage or impede the local fund-raising activities of service providers. 				
1.1.C	Personnel System, including:				
	<ul style="list-style-type: none"> system for recruiting, hiring, evaluating, and terminating employees. 				
	<ul style="list-style-type: none"> employment policies and practices complying with all federal and state affirmative action and civil rights requirements. 				
	<ul style="list-style-type: none"> written job descriptions for all positions. 				
	<ul style="list-style-type: none"> annual reviews of employees. 				
1.1.D	Accounting System, including assurances that ARC will:				
	<ul style="list-style-type: none"> follow generally accepted accounting practices and comply with all rules and regulations for accounting practices set forth by the state. 				
	<ul style="list-style-type: none"> use funds solely for authorized purposes. 				
	<ul style="list-style-type: none"> file all financial documents in a systematic manner to facilitate audits. 				
	<ul style="list-style-type: none"> maintain all prior years' expenditure documents for use in the budgeting process and for audits. 				

PSA _____		Yes	No	Page	Score (0 - 3)
	<ul style="list-style-type: none"> make records and source documents available to the Department, its representative, or an independent auditor for inspection, audit, or reproduction during normal business hours. 				
	<ul style="list-style-type: none"> be audited annually, submit the final report of the audit to the Department within six months after the end of the state's fiscal year, and resolve audit findings and recommendations in a timely and appropriate manner. 				
1.1.E	Information Management, including:				
	<ul style="list-style-type: none"> policies which provide for the collection and reporting of summary and client-specific data in a format specified by the state. 				
	<ul style="list-style-type: none"> computer hardware and software, compatible with the Department's computer systems, and with such capacity and capabilities as prescribed by the Department. 				
	<ul style="list-style-type: none"> adequate staff support to maintain a computerized information system in accordance with the Department's requirements. 				
	<ul style="list-style-type: none"> utilization of the DOEA standard information and referral system. 				
1.1.F	Recordkeeping practices which assure maintenance of sufficient documentation in accordance with program requirements and federal and state laws, rules and regulations.				
1.1.G	Confidentiality of Information policies which				
	<ul style="list-style-type: none"> protect the confidentiality of all applicant and recipient records in accordance with state statute and HIPAA rules. 				
[revised language]	<ul style="list-style-type: none"> ensure release of information forms obtained from the client will be handled in accordance with Department policy. 				
1.1.H	Staffing Standards, which include the following staffing patterns and qualifications:				

PSA _____		Yes	No	Page	Score (0 - 3)
1.1.H.1	Staffing Patterns, which identify how the ARC will provide for the following functions as outlined in Sections 5.0 through 5.4 of the Implementation Plan: <ul style="list-style-type: none">• receptionist/clerical;• administrative/supervisory;• public awareness;• information;• referral and assistance;• choice counseling,• eligibility screening and determination;• triaging.				
1.1.H.2	Qualifications of Staff, which address the requirements in Section 4.4.2 of the Implementation Plan. <ul style="list-style-type: none">• Intake, Screening, and Triaging Professionals shall<ul style="list-style-type: none">◦ have at least a bachelor's degree in one of the human behavioral science fields (such as human services, nursing, social work, psychology, etc.) or be qualified under the following conditions:<ol style="list-style-type: none">1. The determination as to the qualification as a Intake, Screening, and Triaging Professional shall be made jointly by the Aging Resource Center and the Department;2. Experience as a caseworker or case manager with the long-term care client population, in a private or public social services agency may substitute for the required education on a year-for-year basis; and3. When using a combination of experience and education to qualify, the education must have a strong emphasis in a human behavioral science field.				

PSA _____		Yes	No	Page	Score (0 - 3)
	<ul style="list-style-type: none"> ◦ be required to demonstrate competency in all of the following areas: <ol style="list-style-type: none"> 1. Knowledge of and ability to relate to populations served by the Aging Resource Center; 2. Client interviewing and assessment skills; 3. Knowledge of the policies and procedures regarding public assistance programs; 4. Ability to develop care plans and service agreements; 5. Knowledge of long-term care community resources; and 6. Negotiation, intervention, and interpersonal communication skills. 				
	<ul style="list-style-type: none"> • The Aging Resource Center supervisor(s) shall meet all qualifications for Intake, Screening, and Triaging Professionals and have a minimum of two years of experience in the field of long-term care. 				
1.1.I	Liability Insurance Coverage, indicating adequate liability insurance (including automobile insurance, professional liability insurance and general liability insurance) to meet the Department's minimum requirements for contract agencies.				
1.2	Consultation with CCE lead agencies and other service providers				
	<ul style="list-style-type: none"> • The AAA provided evidence of consultation with existing Community Care for the Elderly lead agencies and other service providers within the Planning & Service Area. 				
1.3	Expertise with the target populations and providers				
	<ul style="list-style-type: none"> • The AAA demonstrated expertise in the needs of each target population the center proposes to serve and a thorough knowledge of the providers that serve these populations. 				

PSA _____		Yes	No	Page	Score (0 - 3)
1.4	Strong community connections				
	<ul style="list-style-type: none"> The AAA demonstrated strong connections to service providers, volunteer agencies, and community institutions. 				
1.5	Expertise in information and referral activities				
	<ul style="list-style-type: none"> The AAA demonstrated expertise in information and referral activities, including capacity to handle an increased volume of calls. 				
1.6	Knowledge of long-term-care resources				
	<ul style="list-style-type: none"> The AAA demonstrated knowledge of long-term-care resources, including resources designed to provide services in the least restrictive setting. 				
1.7	Financial solvency and stability				
	<ul style="list-style-type: none"> The AAA demonstrated its financial solvency and stability. 				
1.8	Data management capability				
	<ul style="list-style-type: none"> The AAA demonstrated the ability to collect, monitor, and analyze data in a timely and accurate manner, along with systems that meet the Department's standards. 				
1.9	Staffing patterns and qualifications				
	<ul style="list-style-type: none"> The AAA demonstrated commitment to adequate staffing by qualified personnel to effectively perform all functions (see 1.1.H above). 				
1.10	Performance and quality assurance standards				
	<ul style="list-style-type: none"> The AAA demonstrated the ability to meet all performance standards established by the Department (see 1.1.B above). 				
<i>Sub-total for Section I</i>					

Section II	Additional Review Items				
2.1	Collocation capacity for eligibility determination functions (Score each item below.)				
	<ul style="list-style-type: none"> The AAA described its capacity to collocate, physically or virtually, staff from DOEA CARES performing medical and functional eligibility determination. 				
	<ul style="list-style-type: none"> The AAA described its capacity to collocate, physically or virtually, staff from DCF Economic-Self-Sufficiency performing public assistance eligibility determination. 				
	<ul style="list-style-type: none"> If virtual collocation is proposed, technical proficiency was established; if not, preference will be given to AAAs proposing physical collocation of eligibility staff. 				
2.2	Utilization of public funds				
	<ul style="list-style-type: none"> The AAA demonstrated effective utilization of public funds to maximize existing resources. 				
2.3	Capacity to subcontract ARC functions				
	<ul style="list-style-type: none"> The AAA demonstrated capacity to contract with individuals, with for-profit entities, and with not-for-profit entities to provide some or all Aging Resource Center functions. 				
2.4	Grievance procedures				
	<ul style="list-style-type: none"> The AAA demonstrated compliance with state and federal complaint/grievance procedures. 				
2.5	Plan for streamlined access to long-term supports				
	<ul style="list-style-type: none"> The AAA provided a plan for streamlined access to long-term supports demonstrating close coordination of the intake, screening, and financial, technical and functional eligibility determination in a seamless process for the consumer. 				

2.6	Linkages with major pathways to long-term care				
	<ul style="list-style-type: none"> The AAA demonstrated linkages with major pathways to long-term care, including hospital discharge planning. 				
2.7	Involvement of key stakeholders				
	<ul style="list-style-type: none"> The AAA demonstrated involvement of key stakeholders and key participating organizations and agencies. 				
2.8	Collaboration between health and human service agencies				
	<ul style="list-style-type: none"> The AAA demonstrated collaboration between health support and human service agencies, including housing and employment programs. 				
2.9	Outreach and marketing strategies				
	<ul style="list-style-type: none"> The AAA identified strategies for outreach and marketing, which demonstrate increased targeting effectiveness. 				
2.10	Clear delineation of roles and responsibilities				
	<ul style="list-style-type: none"> The AAA identified a clear delineation of roles and responsibilities of staff, consultants, subcontractors and other partner organizations. 				
2.11	Training plan for I&R staff				
	<ul style="list-style-type: none"> The AAA provided a plan for implementing local training of Information & Referral staff. 				
2.12	Method for assuring cultural competency				
	<ul style="list-style-type: none"> The AAA identified a method for assuring cultural competency. 				
2.13	Disaster response and continuing operations plan				
	<ul style="list-style-type: none"> The AAA provided a comprehensive plan for responding to disasters and continuing operations during a natural disaster. 				

2.14	Plan for sustainability (Score each item below.)				
	<ul style="list-style-type: none"> The AAA provided a plan for sustainability, which addresses alternative funding scenarios 				
	<ul style="list-style-type: none"> One of these scenarios contemplates no additional state funding specifically appropriated for Aging Resource Center operations. 				
2.15	Demonstrated need for an ARC within the PSA (Score each item below.)				
	<ul style="list-style-type: none"> The AAA demonstrated the need for an ARC within the PSA by providing a general description of the long-term care support system within the PSA. 				
	<ul style="list-style-type: none"> The AAA demonstrated the need for an ARC within the PSA by including an account of how the current system limits or facilitates individual choice and access for both public and private pay individuals. 				
	<ul style="list-style-type: none"> The AAA demonstrated the need for an ARC within the PSA by identifying current and proposed partnerships and collaborative steps necessary to address current problems. 				
	<i>Sub-total for Section II</i>				

Section III	Additional Requirements for Proposals to Transition to ADRCs (NOTE TO REVIEWERS: As you evaluate the items in this section, determine if the AAA demonstrated a knowledge of the disability population and the mental health service system and an understanding of the ADRC functions related to serving this population.)				
3.1	Expertise in the needs of adults with severe mental illness <ul style="list-style-type: none"> The AAA demonstrated expertise in the needs of the target disability population of adults with severe mental illness. 				
3.2	Linkages with local community mental health providers <ul style="list-style-type: none"> The AAA demonstrated linkages with local community mental health providers. 				
3.3	Detailed line-item budget for use of \$150,000 in ADRC funding from March 1 – June 30, 2005, which indicated expenditure of all \$100,000 in CSS funds by June 30, 2005. (Score each item below): <ul style="list-style-type: none"> The AAA identified how each line-item amount was computed. The AAA provided narrative, where necessary, to explain use of funds. The AAA budget reflects the limitations on proposed uses of the \$50,000 in federal grant funds (as outlined below): 				
<i>Sub-total for Section III</i>					

Limitations on proposed uses of the ADRC federal grant funds:

- A. Proposals demonstrate that the proposed project:
 - 1. Establishes new capacity or significantly enhances existing capabilities;
 - 2. Does not duplicate existing work or supplant existing funding; and
 - 3. Devotes all funding under the new proposal to endeavors that advance the goal and vision of the Resource Center program.
- B. Design activities include, but are not limited to:
 - 1. Obtaining and analyzing stakeholder input.
 - 2. Conducting a feasibility and planning study.
- C. Implementation activities include, but are not limited to:
 - 1. Hiring or contracting for staff dedicated to the administration and operation of the Resource Center program; this does not include using these grant funds to pay for staff to perform functions that are mandated and reimbursable under other funding sources.
 - 2. Purchasing computers and computer software compatible with DOEA specifications used specifically for the operation and administration of the center, as well as collecting, analyzing, reporting, and disseminating Resource Center data.
 - 3. Performing public awareness and outreach activities to inform individuals of the information and assistance offered at the Resource Center.
 - 4. Initial and continuous training, particularly for staff that directly serve individuals.
 - 5. Evaluation activities.

Section IV	Other Information (not required)				
4.1	Any additional information the Area Agency on Aging provided relating to its plan to transition to an ARC.				
Section V	Appendix				
5.1	Letters of commitment from key organizations and agencies				
	<ul style="list-style-type: none"> Letters from key collaborating organizations and agencies that confirm commitments are included. 				
	<ul style="list-style-type: none"> All organizations specifically named to have a significant role in the operation of the Aging Resource Center provided letters of commitment. 				
5.2	Checklist to assure qualifications for designation as an ADRC/ARC				
	<ul style="list-style-type: none"> Checklist is completed. 				
	<ul style="list-style-type: none"> Page numbers indicate the location of the qualifications for designation as an ARC within the Transition Plan. 				

DOEA Comments and Recommendations	
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1.5: Expertise in information and referral activities	
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1.7: Financial solvency and stability	
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1.9: Staffing patterns and qualifications	
1.10: Performance and quality assurance standards	

Section II: Additional Review Items	
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2.2: Utilization of public funds	
2.3: Capacity to subcontract ARC functions	
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2.9: Outreach and marketing strategies	
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Section III: Additional Requirements for Proposals to Transition to ADRCs	
3.1: Expertise in the needs of adults with severe mental illness	
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3.3: Detailed line-item budget for use of ADRC funding	
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Section V: Appendix	
5.1: Letters of commitment from key organizations and agencies	
5.2: Checklist to assure qualifications for designation as an ADRC/ARC	

Other changes: Identify section and provide comments or recommendations.