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MEMORANDUM

TO: AAA Directors **NOTICE#:** 030513-1-I-SWCBS

FROM: Charles T. Corley
Secretary

DATE: March 5, 2013

SUBJECT: Notice of Instruction: Monitoring of CIRTS Data Accuracy and Performance Measures

The purpose of this Notice is to provide guidance regarding the Department's monitoring of CIRTS data accuracy and performance measures. Area Agencies on Aging (AAAs) are responsible for ensuring CIRTS data entry and CIRTS data accuracy.

Formerly, to determine compliance, Department monitoring staff used the criteria of a reduced number of CIRTS data accuracy errors from the previous year to the current year. In 2012, staff included an allowable range for errors based on historical median rates. However, through feedback from the AAAs, the Department has modified the criteria to account for variances in Planning and Service Area (PSA) caseloads that could impact their ability to maintain data accuracy. Accordingly, for the 2013 monitoring year, error rates have been established that take into account the median achievement of accuracy in 2012 and factor in the PSA case load variances. These proposed error rates were introduced by Department staff at the January 2013 Monitoring Summit, and adjusted slightly, based upon subsequent AAA feedback.

Attached is the CIRTS Reports Data Accuracy Review Checklist, which includes the allowable error percentage rates for the 2013 monitoring reviews. Prior to each monitoring review, Department staff will apply these rates to the current CIRTS caseloads in the PSA. Deficiencies in any of the reports will result in an area of concern, requiring a corrective action plan. Table 1 on page 2 of this notice provides the monitoring schedule, listing the dates of each AAA visit. Also included in the table is the two-week timeframe during which Department staff will

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calculate the number of allowable errors for the CIRTS Data Accuracy Reports and run the CIRTS Data Accuracy Reports.

Table 1: Monitoring Schedule and Run Dates for CIRTS Data Accuracy Rates and Reports

PSA	2013 Monitoring Dates	Start Date for Allowable Number of Errors Calculation and CIRTS Data Accuracy Reports Run	End Date for Allowable Number of Errors Calculation and CIRTS Data Accuracy Reports Run
10	March 11-15, 2013	1/28/13	2/11/13
11	April 8-12, 2013	2/25/13	3/11/13
2	May 13-17, 2013	4/1/13	4/15/13
9	June 17-21, 2013	5/6/13	5/20/13
3	July 8-12, 2013	5/27/13	6/10/13
1	August 5-9, 2013	6/24/13	7/8/13
4	August 26-30, 2013	7/15/13	7/29/13
5	September 16-20, 2013	8/5/13	8/19/13
7	October 7-11, 2013	8/26/13	9/9/13
6	November 4 – 7, 2013	9/23/13	10/7/13
8	December 2-6, 2013	10/21/13	11/4/13

Performance Measures

In accordance with the OAA contract, AAA achievement of performance measures is reviewed and documented in the Department's annual monitoring reports. Formerly, Department monitoring staff provided each AAA with information on performance measures achievement, calculated at the statewide level for four of the ten performance measures listed in the OAA contract, Attachment I, Performance Specifications section.

Table 2 on page 3 provides five of the legislatively mandated performance measures, listed in the OAA contract, Attachment I, Performance Specifications section, and the established standard of achievement. For the 2013 monitoring review, AAA achievement below the standard will be documented as an area of concern, requiring a performance improvement plan. The performance improvement plan will include any specific adjustments needed to strategies and action plans for area plan goals and objectives.

Table 2: Legislative Performance Measures to Be Used for AAA Monitoring 2013

Legislatively Mandated Measure	Standard
Percent of Adult Protective Services (APS) referrals who are in need of immediate services to prevent further harm who are served within 72 hours	97%
Percent of elders assessed with high or moderate risk environments who improved their environment score	79.3%
Percent of new service recipients whose ADL assessment score has been maintained or improved	65%
Percent of new service recipients whose IADL assessment score has been maintained or improved	62.3%
Percent of caregivers whose ability to continue to provide care is maintained or improved after one year of service intervention (as determined by the caregiver and the assessor)	90%

Please contact your contract manager if you have any questions. Thank you for your continued cooperation.

Attachment:

CIRTS Reports Data Accuracy Review Checklist