



LONG RANGE PROGRAM PLAN

Department of Elder Affairs  
Tallahassee

September 29, 2017

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Dear Directors:

Pursuant to Chapter 216, Florida Statutes, our Long Range Program Plan (LRPP) for the Department of Elder Affairs is submitted in the format prescribed in the budget instructions. The information provided electronically and contained herein is a true and accurate presentation of our mission, goals, objectives, and measures for the Fiscal Year 2018-19 through Fiscal Year 2022-23.

The internet website address that provides the link to the LRPP located on the Florida Fiscal Portal is [www.elderaffairs.org](http://www.elderaffairs.org), under the "Publications and Reports" link provided. This submission has been approved by Jeffrey Bragg, Secretary.

Sincerely,

A handwritten signature in blue ink, appearing to read "Jeffrey S. Bragg", is written over a light blue circular watermark that contains the text "ELDER AFFAIRS".

Jeffrey S. Bragg  
Secretary

Department of

# ELDER AFFAIRS

STATE OF FLORIDA



## Long-Range Program Plan

Fiscal Years 2018-2019 through 2022-2023

RICK SCOTT, GOVERNOR

JEFFREY BRAGG, SECRETARY

*September 2017*

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Florida Department of Elder Affairs



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## AGENCY MISSION, VISION, AND VALUES

### MISSION:

To help Florida's elders remain healthy, safe, and independent.

### VISION:

All Floridians aging with dignity, purpose, and independence.

### CORE VALUES:

- Service – Serve elders, the community, and employees with dignity, sensitivity, and professionalism.
- Respect – Respect the importance and value of Florida's elders, the public, our partners, and our employees.
- Integrity – Commit to the highest levels of financial responsibility, honesty, and transparency.
- Accountability – Accept responsibility for our actions.
- Innovation – Seek new approaches and solutions while adapting to a changing environment.

## AGENCY GOALS

The primary responsibilities of the Department of Elder Affairs (DOEA) have been synthesized into six policy goals. They provide the foundation for DOEA's efforts to build a better life in Florida for persons' age 60 and older, their families, and their caregivers. The Department has developed an associated set of operational objectives and measurements for each of the goals that permit tracking of progress toward their achievement.

The following goals are consistent with the goals identified by the U.S. Administration on Aging, the principal agency of the U.S. Health and Human Services designated to carry out the provisions of the Older Americans Act:

**Goal 1:** Enable older Floridians, individuals with disabilities, their families, and other consumers to choose and easily access options for existing mental and physical health, as well as long-term and end-of-life care;

**Goal 2:** Provide home and community-based services to enable individuals to maintain the highest level of independence for as long as possible, including supports for family caregivers;

**Goal 3:** Empower older people, individuals with disabilities, and their caregivers to live active, healthy lives to improve their overall health status;

**Goal 4:** Ensure that the legal rights of older Floridians are protected and prevent their abuse, neglect, and exploitation;

**Goal 5:** Promote planning and collaboration at the community level that recognize the benefits and needs of its aging population; and

**Goal 6:** Maintain effective and responsive management.

## AGENCY OBJECTIVES

The goals provide the framework for the Department's objectives, which include the following:

Objective 1.1: Increase streamlined access to health and long-term care options;

Objective 2.1: Identify and serve target populations in need of home and community-based services;

Objective 2.2: Address unmet needs while serving as many clients as possible using all available resources;

Objective 2.3: Improve caregiver supports and services;

Objective 3.1: Promote good nutrition and physical activity to encourage or maintain healthy lifestyles and mitigate negative health outcomes;

Objective 4.1: Increase the accountability and oversight of individuals serving as professional guardians;

Objective 4.2: Increase the advocacy for residents of long-term care facilities through the Long-Term Care Ombudsman Program (LTCOP);

Objective 5.1: Promote safe and affordable communities for elders that will benefit people of all ages; and

Objective 6.1: Maximize the effective and efficient use of federal and state funds.



## AGENCY SERVICE OUTCOMES AND PERFORMANCE PROJECTION TABLES

The Department’s outcomes are listed below with their corresponding goals and objectives. For each outcome, the baseline is shown along with the standard for the current year and four subsequent years.

**Goal 1: Enable older Floridians, individuals with disabilities, their families, and other consumers to choose and easily access options for existing mental and physical health, as well as long-term and end-of-life care**

**Objective 1.1: Increase streamlined access to health and long-term care options**

**Outcome 1.1.1: Average time in the Community Care for the Elderly Program (CCE) for Medicaid waiver-probable customers**

Baseline Year 2002-2003	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
2.8 months	2.8 months	2.8 months	2.8 months	2.8 months	2.8 months

(Explanatory note: DOEA is requesting to delete this outcome measure and replace it with Outcome 1.1.2)

**Outcome 1.1.2: Percentage of individuals new to the Aging Network who are put on the waitlist within one (1) business day of being screened**

Baseline Year 2016-2017	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
85%	85%	85%	85%	85%	85%

(Explanatory note: DOEA is requesting to add this outcome.)

**Goal 2: Provide home and community-based services to enable individuals to maintain the highest level of independence for as long as possible, including supports for family caregivers**

**Objective 2.1: Identify and serve target populations in need of home and community-based services**

**Outcome 2.1.1: Percent of most frail elders who remain at home or in the community instead of going into a nursing home**

Baseline Year 1998-1999	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
91.6%	97%	97%	97%	97%	97%

(Explanatory note: This outcome refers to DOEA clients assessed in the top 20 percent for risk of nursing home placement.)

**Outcome 2.1.2:** Percent of elders the CARES (Comprehensive Assessment and Review for Long Term-Care Services) Program determined to be eligible for nursing home placement who are diverted

Baseline Year 1998-1999	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
15.3%	15.3%	15.3%	15.3%	15.3%	15.3%

(Explanatory note: DOEA is requesting to delete this outcome because CARES is no longer responsible for this activity.)

**Outcome 2.1.3:** Average monthly savings per consumer for home and community-based care versus nursing home care for comparable client groups

Baseline Year 1998-1999	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
\$2,221	\$1,000	\$1,000	\$1,000	\$1,000	\$1,000

(Explanatory note: DOEA is requesting to delete this outcome because data is not available.)

**Outcome 2.1.4:** Percent of new service recipients whose Activities of Daily Living (ADL) assessment score has been maintained or improved

Baseline Year 1997-1999	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
59.1%	65%	65%	65%	65%	65%

**Outcome 2.1.5:** Percent of new service recipients whose Instrumental Activities of Daily Living (IADL) assessment score has been maintained or improved

Baseline Year 1997-1999	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
58%	62.3%	62.3%	62.3%	62.3%	62.3%

**Objective 2.2:** Address unmet needs while serving as many clients as possible using all available resources

**Outcome 2.2.1:** Percent of customers who are at imminent risk of nursing home placement who are served with community-based services

Baseline Year 2003-2004	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
90%	90%	90%	90%	90%	90%

**Outcome 2.2.2:** Percent of Adult Protective Services (APS) referrals who are in need of immediate services to prevent further harm who are served within 72 hours

<b>Baseline Year 2001-2002</b>	<b>FY 2018-19</b>	<b>FY 2019-20</b>	<b>FY 2020-21</b>	<b>FY 2021-22</b>	<b>FY 2022-23</b>
95%	97%	97%	97%	97%	97%

**Objective 2.3:** Improve caregiver supports and services

**Outcome 2.3.1:** Percent of family and family-assisted caregivers who self-report they are very likely to provide care

<b>Baseline Year 1997-1998</b>	<b>FY 2018-19</b>	<b>FY 2019-20</b>	<b>FY 2020-21</b>	<b>FY 2021-22</b>	<b>FY 2022-23</b>
90.2%	90.2%	90.2%	90.2%	90.2%	90.2%

(Explanatory note: DOEA is requesting to delete this outcome because the data are no longer collected and replace with Outcome 2.3.3.)

**Outcome 2.3.2:** Percent of caregivers whose ability to continue to provide care is maintained or improved after service intervention (as determined by the caregiver and the assessor)

<b>Baseline Year 2002-2003</b>	<b>FY 2018-19</b>	<b>FY 2019-20</b>	<b>FY 2020-21</b>	<b>FY 2021-22</b>	<b>FY 2022-23</b>
87%	87%	87%	87%	87%	87%

(Explanatory note: DOEA is requesting to delete this outcome measure and replace it with Outcome 2.3.3.)

**Outcome 2.3.3:** After service intervention, the percentage of caregivers who self-report being very confident about their ability to continue to provide care

<b>Baseline Year 2013-14</b>	<b>FY 2018-19</b>	<b>FY 2019-20</b>	<b>FY 2020-21</b>	<b>FY 2021-22</b>	<b>FY 2022-23</b>
86.4%	86%	86%	86%	86%	86%

(Explanatory note: DOEA is requesting to add this outcome.)

**Goal 3:** Empower older people, individuals with disabilities, and their caregivers to live active, healthy lives to improve their overall health status

**Objective 3.1:** Promote good nutrition and physical activity to encourage or maintain healthy lifestyles and mitigate negative health outcomes

**Outcome 3.1.1:** Percent of new service recipients with high-risk nutrition scores whose nutritional status improved

Baseline Year 1997-99	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
58.6%	58.6%	58.6%	58.6%	58.6%	58.6%

(Explanatory note: DOEA is requesting to delete this outcome measure and replace with Outcome 3.1.2.)

**Outcome 3.1.2:** Percentage of active clients eating two or more meals per day

Baseline Year 2013-14	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
95%	95%	95%	95%	95%	95%

(Explanatory note: DOEA is requesting to add this outcome.)

**Goal 4:** Ensure that the legal rights of older Floridians are protected and prevent their abuse, neglect, and exploitation

**Objective 4.1:** Increase the accountability and oversight of individuals serving as professional guardians

**Outcome 4.1.1:** Percent of service activity on behalf of frail or incapacitated elders initiated by public guardianship within five (5) days of receipt of request

Baseline Year 1999-00	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
90%	100%	100%	100%	100%	100%

**Objective 4.2:** Increase advocacy for residents of long-term care facilities through the Long-Term Care Ombudsman Program (LTCOP)

**Outcome 4.2.1:** Percent of complaint investigations initiated by the ombudsman within seven (7) calendar days (applies to Long-Term Care Ombudsman Council)

Baseline Year 1998-99	FY 2018-19	FY 2019-20	FY 2020-21	FY 2021-22	FY 2022-23
90.2%	91%	91%	91%	91%	91%

(Explanatory note: This is a technical change to this outcome measure, changing five working days to seven calendar days to match the federal reporting requirements.)

**Goal 5: Promote planning and collaboration at the community level that recognize the benefits and needs of its aging population**

**Objective 5.1:** Promote safe and affordable communities for elders that will benefit people of all ages

**Outcome 5.1.1:** Percent of elders assessed with high or moderate risk environments who improved their environment score

<b>Baseline Year 2002-03</b>	<b>FY 2018-19</b>	<b>FY 2019-20</b>	<b>FY 2020-21</b>	<b>FY 2021-22</b>	<b>FY 2022-23</b>
79.3%	79.3%	79.3%	79.3%	79.3%	79.3%

(Explanatory note: This outcome refers to persons age 60 and older served by DOEA programs. The baseline was adjusted from the original SFY 1996-98 baseline due to changes from implementation of a new assessment instrument in 2000.)

**Goal 6: Maintain effective and responsive management**

**Objective 6.1:** Maximize the effective and efficient use of federal and state funds

**Outcome 6.1.1:** Agency administration costs as a percentage of total agency costs/agency administrative positions as a percentage of total agency positions

<b>Baseline Year 2001-2002</b>	<b>FY 2018-19</b>	<b>FY 2019-20</b>	<b>FY 2020-21</b>	<b>FY 2021-22</b>	<b>FY 2022-23</b>
2.7%/21.2%	1.8%/22.2%	1.8%/22.2%	1.8%/22.2%	1.8%/22.2%	1.8%/22.2%

## LINKAGE TO GOVERNOR’S PRIORITIES

Listed below are the Governor’s top priorities. Listed under each priority are the Department of Elder Affairs’ goals that are aligned with the Governor’s priorities.

### 1. Improving Education

**Goal 1:** Enable older Floridians, individuals with disabilities, their families, and other consumers to choose and easily access options for existing mental and physical health, as well as long-term and end-of-life care

**Goal 2:** Provide home and community-based services to enable individuals to maintain the highest level of independence for as long as possible, including supports for caregivers

**Goal 3:** Empower older Floridians, individuals with disabilities, and their caregivers to live active, healthy lives to improve their overall health status

**Goal 4:** Ensure that the legal rights of older Floridians are protected and prevent their abuse, neglect, and exploitation

### 2. Economic Development and Job Creation

**Goal 2:** Provide home and community-based services to enable individuals to maintain the highest level of independence for as long as possible, including supports for family caregivers

**Goal 5:** Promote planning and collaboration at the community level that recognize the benefits and needs of its aging population

**Goal 6:** Maintain effective and responsive management

### 3. Public Safety

**Goal 1:** Enable older Floridians, individuals with disabilities, their families, and other consumers to choose and easily access options for existing mental and physical health, as well as long-term and end-of-life care

**Goal 2:** Provide home and community-based services to enable individuals to maintain the highest level of independence for as long as possible, including supports for family caregivers

**Goal 3:** Empower older Floridians, individuals with disabilities, and their caregivers to live active, healthy lives to improve their overall health status

**Goal 4:** Ensure that the legal rights of older Floridians are protected and prevent their abuse, neglect, and exploitation

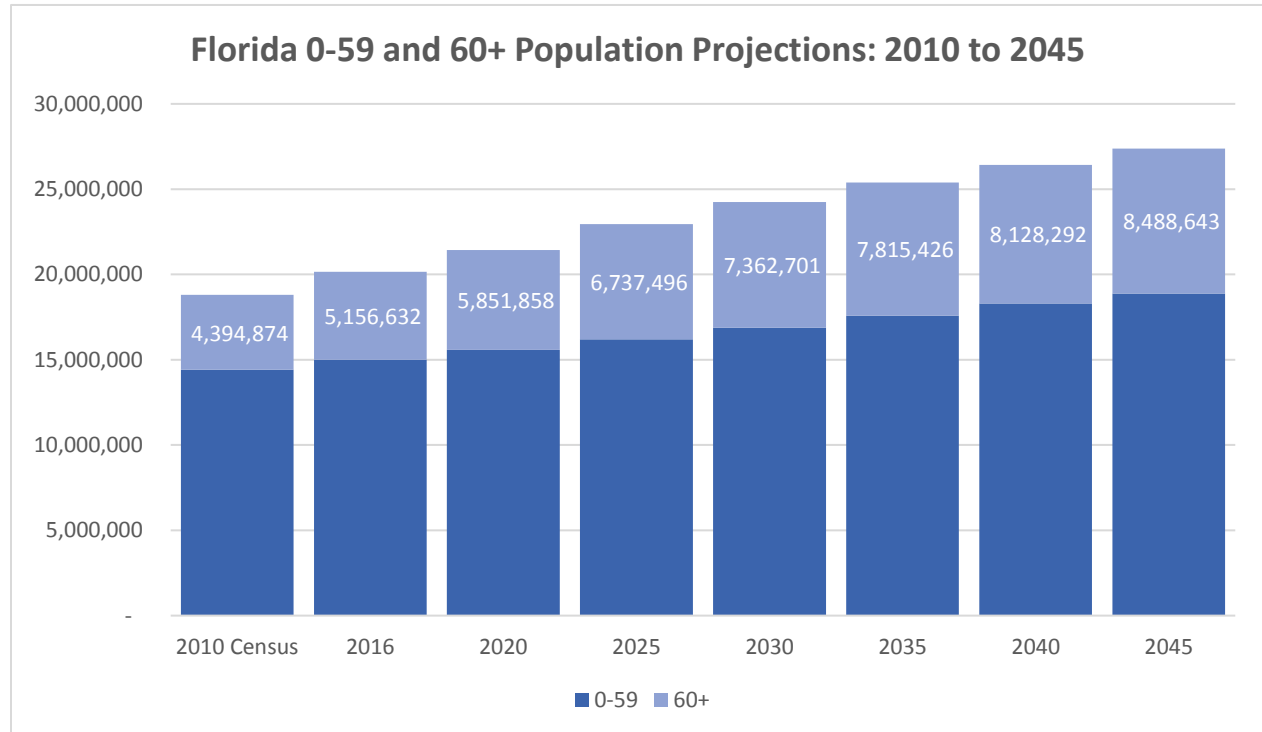
**Goal 5:** Promote planning and collaboration at the community level that recognize the benefits and needs of its aging population

**Goal 6:** Maintain effective and responsive management

# TRENDS AND CONDITIONS STATEMENT

## CURRENT CONDITIONS

Florida is the third most populous state in the United States with 20.5 million residents. With approximately 4.1 million individuals age 65 and older in 2016, Florida has the highest percentage of elder residents (19.9%), and is second only to California in the actual number of citizens age 65 and older residing in the state.<sup>1</sup> Because of this large proportion of elders, Florida's future is linked to the financial security and physical health of its senior population.

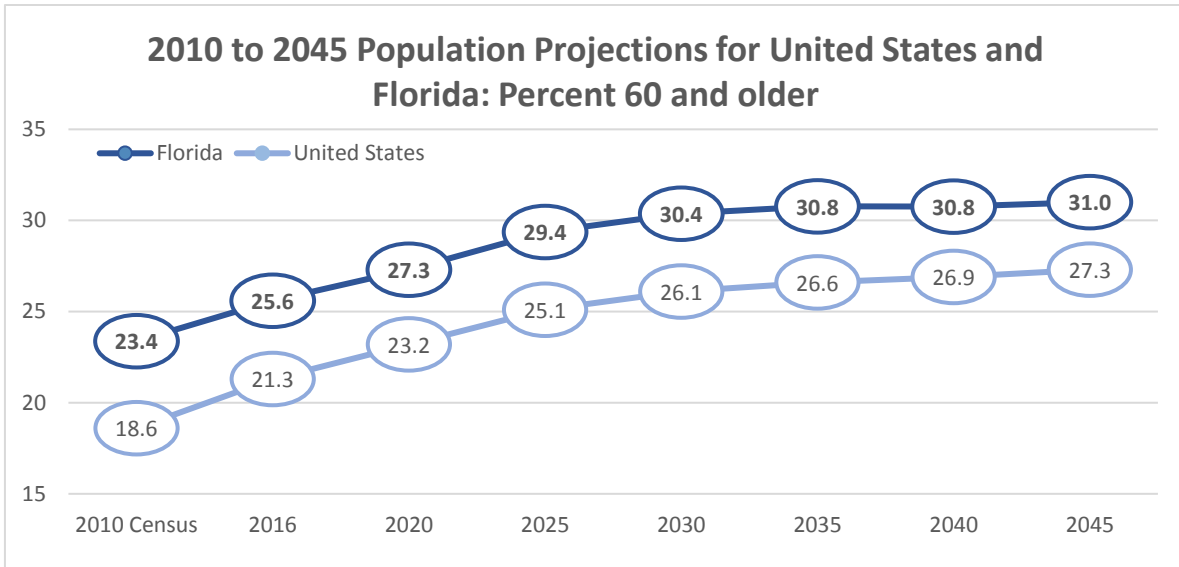


Source: Bureau of Economic and Business Research, 2010 Census Counts, and Projections of Florida Population by County and Age, Race, Sex, and Hispanic Origin, 2020-2045, With 2016 Estimates (Released June 30, 2017)

In 2010, the U.S. Census Bureau approximated that 23 percent of Floridians were age 60 and older, compared to 19 percent of the U.S. population. As illustrated in the graph above, Florida will continue to see a considerable number of residents become elders over the next 10 years as a result of net migration and the cohort of baby boomers continuing to age into retirement. The graph on the following page illustrates the expected increase between 2010 and 2045, when the number of Floridians 60 and older is expected to rise faster than the United States as a whole, to result in an estimated 30 percent of the state's population in 2030. The population of individuals age 100 and older is currently the state's fastest-growing age group by percentage.

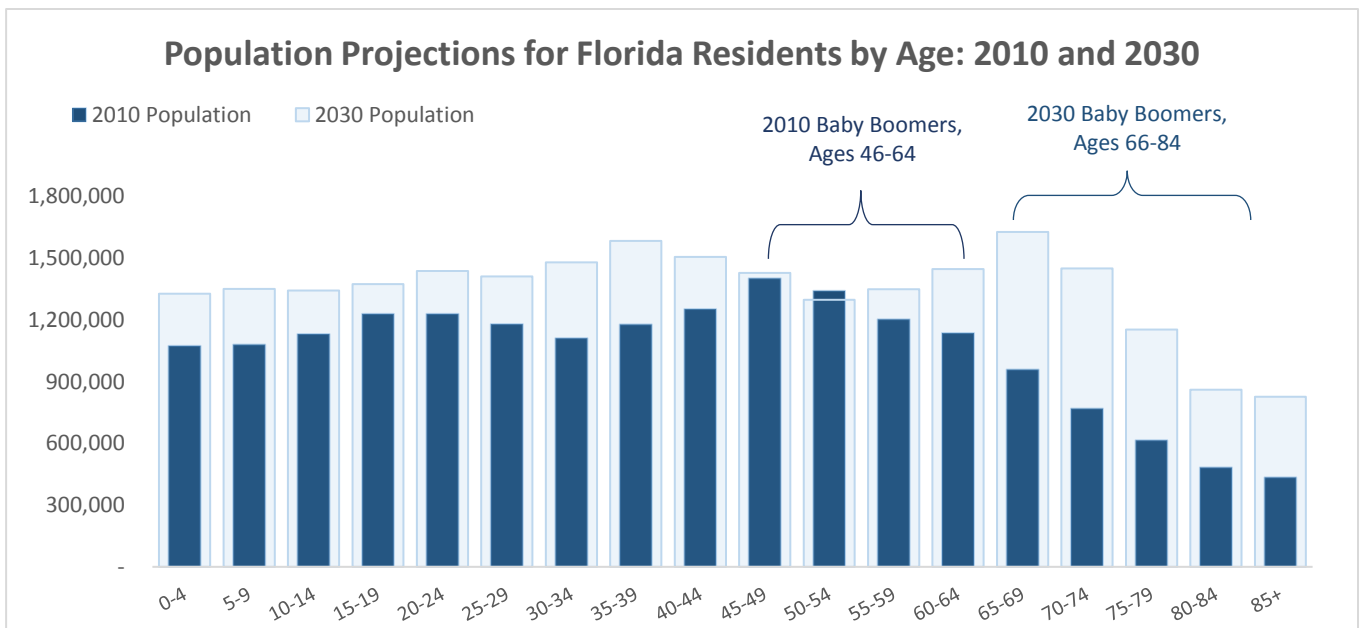
<sup>1</sup> Annual Estimates of the Civilian Population by Single Year of Age and Sex for the United States and States: April 1, 2010 to July 1, 2016, U.S. Census Bureau, Population Division (Released June 2017).





Source: Bureau of Economic and Business Research, 2010 Census Counts, and Projections of Florida Population by County and Age, Race, Sex, and Hispanic Origin, 2020-20 With 2016 Estimates (Released June 30, 2017) and The Census Bureau's International Data Base, Mid-year Population by Older Five Year Age Groups and Sex (Released July 7, 2015)

Roughly one-quarter of Florida's current population is composed of baby boomers who will continue to age into retirement over the next 10 years. The population projections below illustrate that in 2010, Florida's population age 46 to 64 will greatly increase the retirement-age population by 2030. By 2040, the surviving baby boomers will be over the age of 75. These graphs show that, despite attrition and out-migration, Florida can expect to see an increase of elders over the next two decades.

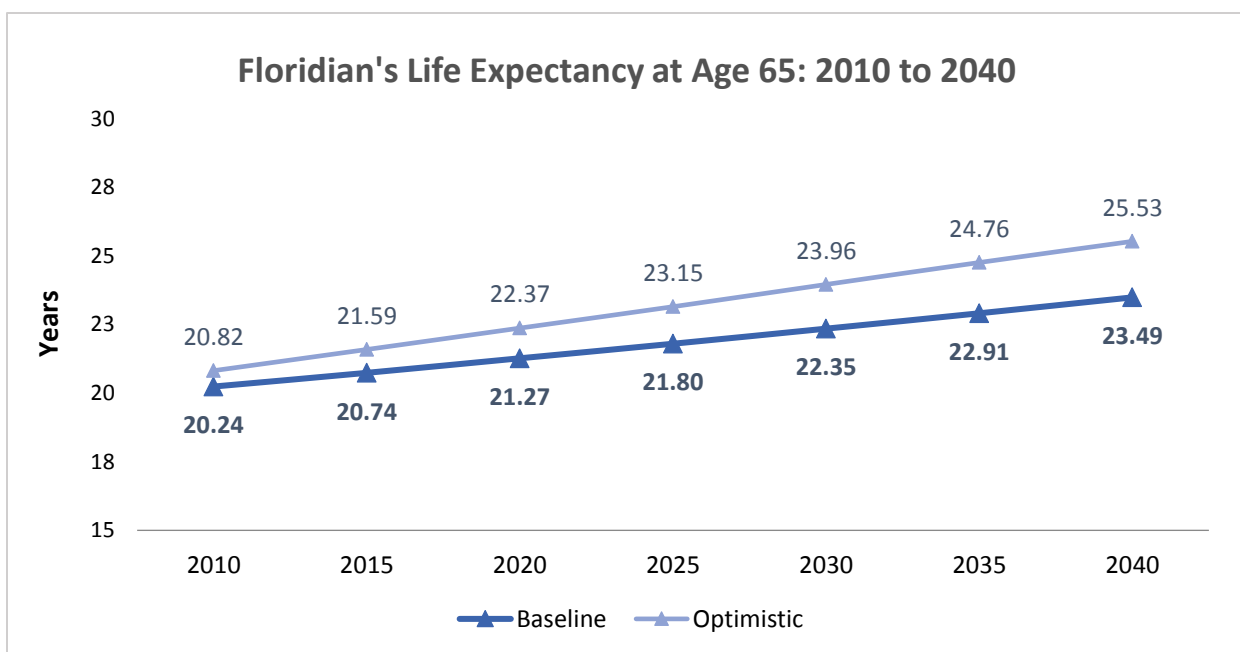


Source: Bureau of Economic and Business Research, 2010 Census Counts, and Projections of Florida Population by County and Age, Race, Sex, and Hispanic Origin, 2020-2045, With 2016 Estimates (Released June 30, 2017)

In addition to the number and percentage of elders projected to increase in the coming years, people are also living longer, as favorable trends among individuals age 60 and older continue to decrease the likelihood of morbidity (illness) and mortality (death). These include:

- A declining disability rate among people age 60 and older;
- Delayed retirement and increase labor force participation in older age groups; and
- Increases in education and wealth among elders.

As the graph below illustrates, by 2040, life expectancy at age 65 is estimated to be between 23 and 26 years. An expected consequence is that the need for long-term care services will similarly rise. Public health and long-term care programs must be well managed and well funded to reduce shortages in the care and services available to elders in need.



Source: Milken Institute analysis based on MEPS and NHIS, 2010

As the age of Florida’s population groups increases, their racial and ethnic diversity decreases. This decrease in diversity can be attributed to the migration of elders into Florida and the life span of minorities within the state. While almost two in five (44%) Floridians are minority, approximately one-in-four (27%) Floridians age 60 and older, and only one-in-five (21%) Floridians age 85 and older, identify as minority. The percent of minority elders in Florida, however, continues to exceed that of the nation. The chart on the following page shows the breakdown of the elder population by race and ethnicity for Florida contrasted with that of the United States.

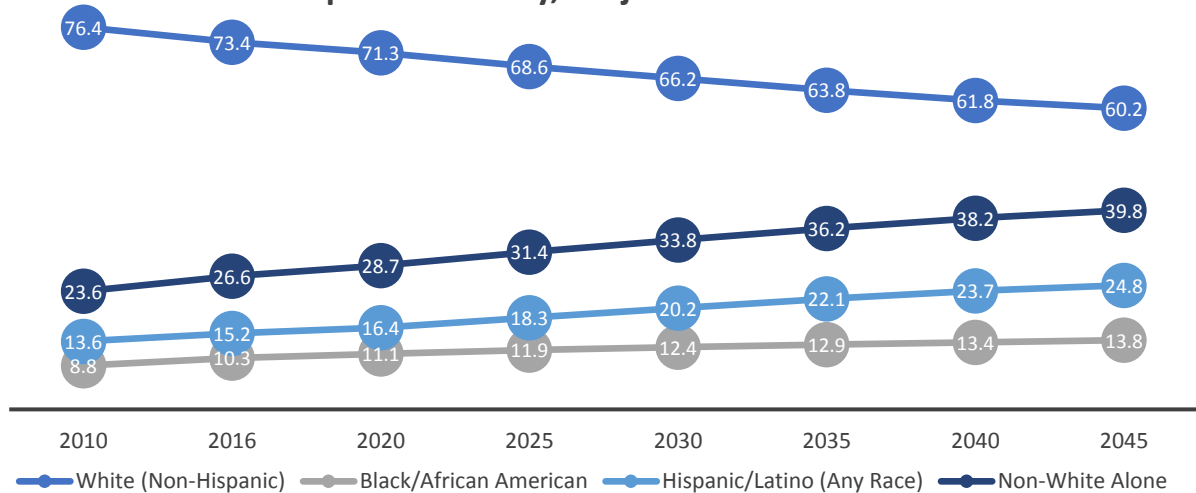
### Florida and United States Percent of Persons Age 60 and Older, by Race and Hispanic Ethnicity



Source: Bureau of Economic and Business Research, 2010 Census Counts, and Projections of Florida Population by County and Age, Race, Sex, and Hispanic Origin, 2020-2045, With 2016 Estimates (Released June 30, 2017) and Annual Estimates of the Resident Population by Sex, Age, Race, and Hispanic Origin for the United States and States: April 1, 2010 to July 1, 2016, U.S. Census Bureau, Population Division (Released June 2017)

The growing racial and ethnic diversity seen in Florida’s total population will not be notably reflected in the state’s elder population for several decades. The graph below shows the expected increase in racial and ethnicity minorities from 2010 to 2045. As the share of elder minorities increases, there could be a corresponding decline in the economic well-being of these groups if the lower socioeconomic status of Hispanics/Latino and blacks/African Americans passes into older ages.

### Florida Percent of Persons Age 60 and Older, by Race and Hispanic Ethnicity, Projections 2010 - 2045



Source: Bureau of Economic and Business Research, 2010 Census Counts, and Projections of Florida Population by County and Age, Race, Sex, and Hispanic Origin, 2020-2045, With 2016 Estimates (Released June 30, 2017)

Most Floridians age 60 and older reside in urban areas, and are concentrated in the southernmost counties, namely Miami-Dade (568,233), Palm Beach (409,944), Broward (409,166), Pinellas (300,885), and Hillsborough (251,528) counties. These five counties account for 37.6 percent of the total state population age 60 and older.. In terms of density, Floridians age 60 and older comprise at least 30 percent of the total number of residents in 21 counties as shown in the table below. More than 40 percent of the population in five counties – Sumter, Charlotte, Citrus, Sarasota, and Highlands – are age 60 or older.

**Counties in Florida Where 30 Percent or More of the Total Population Is 60 or Older, 2016**

	County	Total Population (All Ages)	Total Population 60+	Percent 60+
1	Sumter	118,577	71,614	60.4
2	Charlotte	170,450	77,711	45.6
3	Citrus	143,054	61,321	42.9
4	Sarasota	399,538	166,914	41.8
5	Highlands	101,531	41,744	41.1
6	Martin	150,870	56,340	37.3
7	Indian River	146,410	54,349	37.1
8	Marion	345,749	122,855	35.5
9	Hernando	179,503	62,866	35.0
10	Collier	350,202	122,576	35.0
11	Flagler	103,095	35,937	34.9
12	Manatee	357,591	117,107	32.7
13	Lake	323,985	105,468	32.6
14	Lee	680,539	220,640	32.4
15	Pinellas	954,569	300,885	31.5
16	Volusia	517,411	159,469	30.8
17	Glades	13,047	4,006	30.7
18	Monroe	76,047	22,955	30.2
19	Levy	40,553	12,232	30.2
20	Dixie	16,773	5,047	30.1
21	Brevard	568,919	170,585	30.0
-	Florida	20,148,654	5,156,632	25.6

Source: Bureau of Economic and Business Research, 2010 Census Counts, and Projections of Florida Population by County and Age, Race, Sex, and Hispanic Origin, 2020-2045, With 2016 Estimates (Released June 30, 2017)

Florida elders are a significant component of the state's economy. A 2012 study completed for the Department by the University of Florida's Bureau of Economic and Business Research estimated the annual net benefit of an average retiree in Florida to state and local budgets to be \$2,850.<sup>2</sup> In 2015, 30% of households in Florida were headed by a person age 65 or older and 81% of these households were elder owned.<sup>3</sup>

Florida elders are also vibrant contributors to the community: of those 60 and older, 29 percent have a Florida driver's license and 34 percent are registered voters.<sup>4</sup> Elder volunteerism continuously enhances communities throughout Florida and is evident in programs and services throughout communities such as libraries, schools, community-services organizations, museums, theater groups, and art galleries. In 2015, Florida's elders provided approximately 182 million hours of volunteer service valued at \$4.02 billion.<sup>5</sup> Florida elders also remain committed to their families, increasingly stepping in to raise their grandchildren when a parent cannot. Over 73,500 elders raised their grandchildren in 2016, a 30 percent increase in the number of grandparents responsible for their own grandchildren since 2006 (56,664).<sup>6</sup>

#### DESCRIPTION OF CURRENT SERVICE POPULATION

The Older Americans Act requires that states emphasize serving older individuals with the greatest economic and social needs and give particular attention to low-income minority individuals and older individuals residing in rural areas. The Department uses Federal Poverty Level as a measure of economic need and has determined that 42 percent of its clients were below the poverty level compared to 11 percent in the general 60-and-older population. The service population was 27 percent low-income minority compared to 5 percent in the general population of people age 60 and older.

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<sup>2</sup> Study prepared by the University of Florida's Bureau of Economic and Business Research titled "The Net Impact of Retirees on Florida's State and Local Budgets (2012)."

<sup>3</sup> Florida Housing Data Clearinghouse (2015). Retrieved from <http://flhousingdata.shimberg.ufl.edu/a/profiles?action=results&nid=1>

<sup>4</sup> The Department of Elder Affairs 2016 Projections

<sup>5</sup> DOEA calculations based on 2015 Current Population Survey Volunteers Supplement Volunteer Statistics provided by Corporation for National and Community Service (CNS), Calculated January 6, 2017

<sup>6</sup> The Department of Elder Affairs 2006 County Profiles and 2016 Projections.

<b>General 60+ Population Compared to Service Population, 2017</b>				
<b>Characteristic 60+</b>	<b>Florida 60+ Population</b>	<b>Percent 60+</b>	<b>Number of Service Recipients*</b>	<b>Percent Receiving or Screened for Services*</b>
<b>Total</b>	4,982,155	100%	107,350	100%
<b>Below 100% of Poverty Level</b>	527,811	11%	343,175	42%
<b>Living Alone</b>	1,173,312	24%	237,196	35%
<b>Minority</b>	1,289,906	26%	653,015	49%
<b>Minority Below 100% of Poverty Level</b>	250,816	5%	428,951	27%

Source: Department of Elder Affairs calculations based on data from the Florida Demographic Database, provided by the Florida Legislature, Office of Economic and Demographic Research, August 2016; Office of Economic and Demographic Research projections, November 2016 and CIRTS, CY 2015-16 (All results were calculated using the 2017 Targeting Report)

\*Includes individuals screened and served in OAA programs and individuals served in General Revenue programs.

Historically, elders in the U.S. have been significantly impoverished relative to working-age persons; however, because of social services, since 2000, elders have been the lowest proportional age group below the poverty threshold. Florida benefits from a continuity of resources available to elders created by Social Security benefits and health programs such as Medicare and Medicaid. In part due to the stability produced by these programs, elders in Florida weathered the 2007-09 financial crisis better than any other socioeconomic group.<sup>7</sup> Family caregivers are the backbone supporting many home-based services. The Department's programs and services help to keep many very frail people in their homes by augmenting the care provided by family caregivers. A study commissioned by AARP<sup>8</sup> indicated that in 2013 caregivers provide approximately \$470 billion in care, up from an estimated \$450 billion in 2009. Statewide, about 35 percent of elders are themselves caregivers.<sup>9</sup> The Department served an estimated 112,580 caregivers during the 2016-17 state fiscal year, and more than 4.2 million hours of caregiver respite were provided to the Department's clients.<sup>10</sup>

The Department envisions a changing service paradigm to correspond with the changing demand of the population. Providing services that will respond to the differing needs of the baby boomers in particular will require innovation and creativity. Florida has continued to pursue innovative ways to provide seniors with the services they want and need through a number of approaches, including the following activities and programs:

- Establishing Aging and Disability Resource Centers (ADRC) statewide;
- Promoting Communities for a Lifetime (CFAL) throughout the state;
- Expanding the broad array of volunteer opportunities by and for elders;

<sup>7</sup> Census: Florida seniors' incomes up slightly. (2011, September 23). *Sarasota Herald-Tribune*.

<sup>8</sup> *Valuing the Invaluable 2015 Update: Undeniable Progress, but Big Gaps Remain*

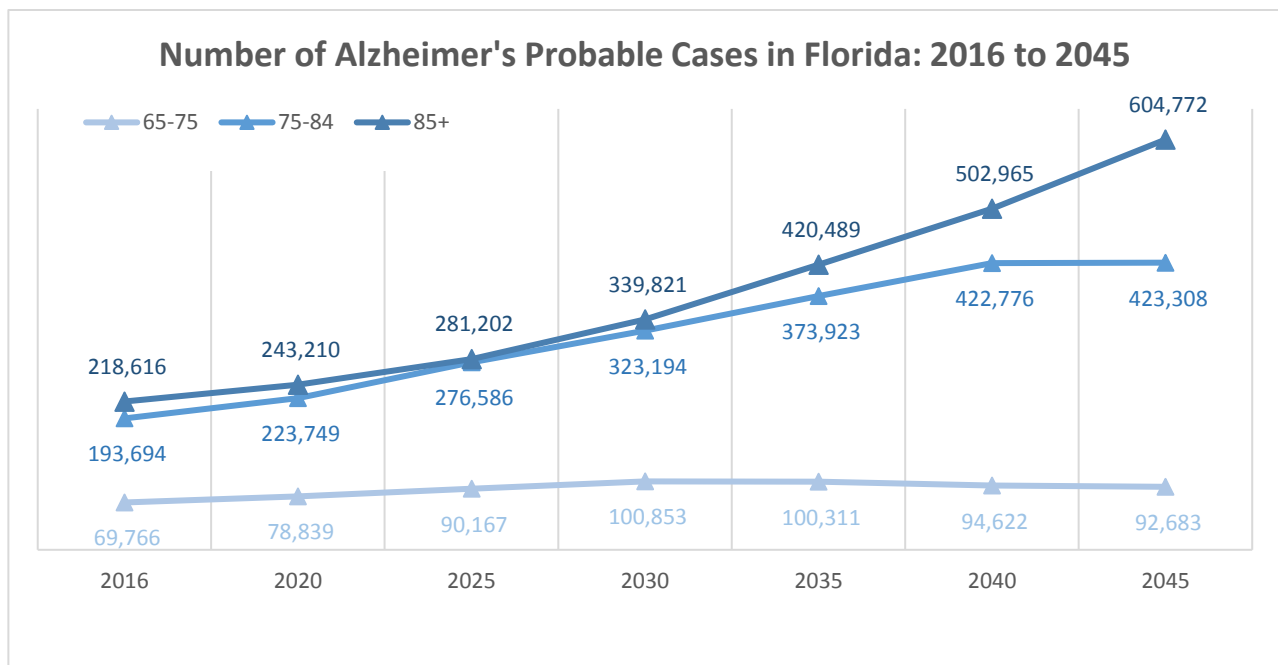
<sup>9</sup> *Assessing the Needs of Elder Floridians*, January 2016, a statewide survey to measure elder Floridians' needs conducted by DOEA

<sup>10</sup> Summary of Programs and Services, 2017

- Redesigning the comprehensive assessment instrument used to determine client needs for care plan development to include questions that better address increased client risks and vulnerabilities;
- Adding services at senior centers that appeal to individuals newly turning 60, such as different types of activities and exercise classes;
- Incorporating electronic information sharing and outreach through the Internet and Facebook to provide education about elder issues; and
- Establishing the Dementia Care and Cure Initiative with the goal of engaging communities across the state to improve the quality of life for Floridians affected by dementia.

OTHER CONSIDERATIONS: ALZHEIMER’S DISEASE POPULATION AND PROJECTION

Currently, there are approximately 520,000 Floridians living with an Alzheimer’s disease diagnosis.<sup>11</sup> This number is projected to increase to 720,000 by 2025, representing a projected 38.5 percent increase in less than 10 years. The graph below represents Florida’s population age 65 and older with Alzheimer’s disease with projections to the year 2045. Each line in the graph represents a different age group.



Source: Department of Elder of Elder Affairs calculations based on the Bureau of Economic and Business Research, 2010 Census Counts, and Projections of Florida Population by County and Age, Race, Sex, and Hispanic Origin, 2020-2045, With 2016 Estimates (Released June 30, 2017) and Alzheimer’s by Age in 2015 Alzheimer’s Disease Facts and Figures report. Probable Alzheimer’s Cases = (65-74 Population x 0.0328) + (75-84 Population x 0.1605) + (85+ Population x 0.4115)

<sup>11</sup> Alzheimer’s Association. 2017 Alzheimer’s Disease Facts and Figures. *Alzheimer’s & Dementia* 2017; 13:325-373

Individuals age 85 and older constitute the largest age group with Alzheimer’s disease. Between 2030 and 2045, the most significant increase in population for those age 85 years and older with Alzheimer’s disease is expected to occur, representing a 24 percent increase, or an additional 80,668 individuals. The population of elders age 65-74 with Alzheimer’s disease is projected to peak at 100,853 individuals in 2030 and is expected to decrease to 92,683 individuals by 2045, resulting in an 8 percent decrease of cases within the 15-year span for this age group.

In 2015, the Department announced the Dementia Care and Cure Initiative to promote better care for Floridians affected by dementia and to support research efforts to find a cure. This initiative will enhance the current services in place that assist individuals living with Alzheimer’s disease and other dementias as well as their caregivers.

In 2016, the Department convened a pilot task force in Tallahassee/Leon County that identified a training trajectory known as the “Circle of Interaction.” The trajectory allowed for trainings to focus on the aspects of the community identified to be the highest priority to receive the training and outreach. First responders, law enforcement, and firefighters were identified as the initial groups to receive the training and outreach. The next groups in the trajectory included the healthcare systems and the two major hospitals in the region. Additionally, the homeless shelter, hospice providers, and several clergy organizations received outreach presentations. Both county and city government officials embraced the initiative and helped ensure that over 6,000 electric bills included an additional insert with information on local Memory Disorder Clinic services, respite provider options, and direct contact information for the Aging and Disability Resource Center (ADRC). In early 2017, Ft. Meyers/Lee County and Sarasota/Sarasota County formed the next DCCI task force groups and began providing outreach efforts throughout their communities. The next DCCI task force groups are anticipated in Orlando and Jacksonville by fall of 2017.

#### OTHER CONSIDERATIONS: LEGISLATIVE CHANGES

##### **Office of Public and Professional Guardians (OPPG)**

The Office of Public and Professional Guardians (OPPG) is charged with coordinating and appointing local public guardian offices which provide guardianship services to persons who do not have adequate income or assets to afford a private guardian when there is no willing family or friend to serve. OPPG is also responsible for the registration and education of professional guardians around the state and was given the authority to investigate allegations of misconduct involving a professional guardian.

During the 2017 Legislative Session, House Bill 981 passed which provided a public records exemption making confidential and exempt from Florida’s public record laws the personal identifying information for persons filing a formal administrative complaint with the Office of Public and Professional Guardians. The exemption also protects the personal identifying information of a ward, all personal health and financial records of a ward, and all photographs and video recordings, when such records or information is held by the Department in connection with a complaint filed with the OPPG.



Also, House Bill 7073 ratified Florida Administrative Rule 58M-2.009, F.A.C. relating to professional guardians, adopted by the Department. The adopted rule establishes standards of practice to provide a level of accountability for professional guardians while avoiding the imposition of unnecessary regulations on the industry.

#### OTHER CONSIDERATIONS: GRANT AWARDS

In 2015, the Administration for Community Living (ACL) awarded the Department the Lifespan Respite grant, which will establish a statewide respite care system that expands the availability of, and access to, high quality, affordable respite services for family caregivers across all disability types and age groups. Currently, the Department provides respite services to family members providing constant care for frail elders and individuals with Alzheimer's disease and related disorders.

The Department was also awarded an Alzheimer's Disease Supportive Services Program (ADSSP) grant to create and sustain a dementia capable system for people with dementia and their family caregivers. The Department will work with the Memory Disorder Clinics to train the staff at the 11 ADRCs to understand how to communicate with individuals with dementia and family caregivers, understand their unique needs, and connect them with services. One element of the ADSSP grant will be to develop a regional pilot program to address the needs of individuals with intellectual disabilities and dementia. The pilot will be implemented in Broward County and then replicated in Hillsborough, Pasco, and Sarasota counties.

In 2016, ACL awarded the Department the State Health Insurance Assistance Program (SHIP) Base grant to support community-based, local networks of SHIP offices that provide personalized counseling, education, and outreach. With the funding provided, the Department will work throughout the state to implement the creation of PSA-specific business plans; improve recruitment and training of volunteers in specified counties; encourage stronger partnerships with local entities including food distribution sites, health clinics, libraries, low-income housing complexes, and senior centers; and promote the program through additional outreach efforts including canvassing smaller towns and local businesses to share information about the program.

ACL also awarded the Department the Model Approaches to Statewide Legal Assistance Systems Phase II grant to promote and support the continued evolution of legal service delivery systems created through the first phase of the grant. With the funding provided, the Department will develop a well-integrated and sustainable system of high quality, accessible, and targeted legal services for Florida's most vulnerable seniors, particularly victims of elder abuse.

In 2017, the U.S. Department of Agriculture (USDA) awarded the Department the Child Nutrition Technology Innovation grant, which was intended to encourage state agencies that administer the Child Nutrition programs to propose innovative technology solutions that improve program accountability and efficiencies at both the state and local levels.

With the funding provided, the Department, which administers the Adult Care Food Program (ACFP), will address identified ACFP training deficiencies by creating an integrated web-based training system that will connect local ACFP providers and Department staff to a common interface so that training can be completed and monitored without delays or duplication of efforts. Using modern learning management system software, DOEA will be able to increase provider accountability to training standards, improve the training modules, and ensure that providers operate within defined training expectations.

#### OTHER CONSIDERATIONS: FUNDING CHANGES

With the continued strengthening of the state's economy, the 2016 Florida Legislature appropriated \$14.3 million in new funding for the Department. \$4.7 million in non-recurring General Revenue was allocated to local community projects. The Community Care for the Elderly Program (CCE) received a \$4 million increase in recurring funds to serve frail seniors on the waiting list who are most at risk of nursing home placement. The Alzheimer's Disease Initiative (ADI) grew by \$3 million for the provision of respite care services to those on the waiting list throughout the state. The Home Care for the Elderly Program (HCE) received an additional \$1 million to serve frail seniors on the waiting list. The ADRCs were allocated a little more than \$350,000 in recurring funds to assist seniors enrolling in the SMMC LTC Program, and the Office of Public and Professional Guardians received \$750,000 in recurring General Revenue for public guardian services.

## AGENCY PRIMARY RESPONSIBILITIES

The Department was created in 1991 as a result of a 1988 constitutional amendment and its later statutory enactment in the “Department of Elderly Affairs Act” (Chapter 430, Florida Statutes). Since its creation, the Department has been successfully serving and advocating for elder Floridians.

Some of the functions of the Department include the following (s. 430.04, F.S.):

1. Administer human services and long-term care programs, including programs funded under the federal Older Americans Act and other programs that are assigned to the Department by law.
2. Be responsible for ensuring that each Area Agency on Aging operates in a manner that provides Florida elders with the best services possible.
3. Serve as an information clearinghouse at the state level and assist local-level information and referral resources as a repository and means for the dissemination of information regarding all federal, state, and local resources for assistance to the elderly in the areas of, but not limited to, health, social welfare, long-term care, protective services, consumer protection, education and training, housing, employment, recreation, transportation, insurance, and retirement.
4. Recommend guidelines for the development of roles for state agencies that provide services for the aging, review plans of agencies that provide such services, and relay the plans to the Governor and the Legislature.
5. Review and coordinate aging research plans of all state agencies to ensure that research objectives address issues and needs of the state’s elderly population. The research activities that must be reviewed and coordinated by the Department include, but are not limited to, contracts with academic institutions, development of educational and training curricula, Alzheimer’s disease and other medical research, studies of long-term care and other personal assistance needs, and design of adaptive or modified living environments.
6. Request other departments that administer programs affecting the state’s elderly population to amend their plans, rules, policies, and research objectives as necessary to ensure that programs and other initiatives are coordinated and maximize the state’s efforts to address the needs of the elderly.

## SWOT ANALYSIS

The Department's senior leadership convened a planning meeting to identify the agency priorities and assess the strengths and weaknesses within the Department and the opportunities and threats in the external environment. Following this assessment, the Department assembled representatives of its major programs to advise them of the results of this analysis and secure their support for the Department's future direction. Through these efforts and ongoing policy research, the Department identified the following strengths, weaknesses, opportunities, and threats (SWOT):

### STRENGTHS:

1. The Department's highly private/public partnership-oriented structure, which keeps Department administrative costs low;
2. The Department's culture and dedicated staff, who foster innovation and productivity;
3. The Department's and the aging network's experience with and willingness to explore and implement innovative and cost-effective operational solutions to serve the long-term care needs of elders and adults with disabilities;
4. The Department's experience in administering a variety of innovative home and community-based program approaches that result in significant cost savings for the State of Florida;
5. The Department's leadership in emergency management/disaster preparedness planning in partnership with federal and state agencies and the aging network;
6. The Department's strong established partnerships relating to planning and advocacy for the needs and issues of elders and adults with disabilities;
7. The Department's ability to cultivate and coordinate the number of volunteers and hours of volunteer time through the aging network;
8. The Department's existing infrastructure of evidence-based programming, including disease prevention, health promotion, Alzheimer's disease programs, and services to caregivers, with the capacity to expand programming as resources become available;
9. The Department's ability to promote and foster intergenerational opportunities to meet consumer needs;
10. The Department's statewide leadership in the protection of elder rights;
11. The Department's involvement in the monitoring, performance measurement, and future adjustments of the PACE and the SMMC LTC programs to ensure quality of care;
12. The Department's creation and expansion of the statewide Dementia Care and Cure Initiative (DCCI), which will increase awareness, assistance, and advocacy for those with dementia, their families, and caregivers; and
13. The establishment of the Office of Public and Professional Guardians (OPPG), resulting in the Department's partnership as an executive agency with the judicial branch to provide persons who do not have the adequate income or assets with a private guardian when there is no willing family or friend to serve.

## WEAKNESSES:

1. High rate of staff turnover due to non-competitive salaries and a high number of Career Service and Other Personal Services (OPS) staff who leave for jobs with higher salaries and additional benefits; and
2. Department's data systems, specifically the Client Information and Registration Tracking System (CIRTS) and Ombudsman Management Information System (OMIS), which are built on unsupported and obsolete technology and lack functionality that would improve service delivery and accountability.

## OPPORTUNITIES:

1. Florida's abundance and growing number of retirees and elders who could contribute to the State by volunteering and advocating on behalf of elders;
2. Increasing collaboration with faith-based and community organizations to promote and provide services to elders;
3. Number of dedicated and committed caregivers who provide informal support;
4. Increasing Improving care coordination between acute and long-term care services;
5. Potential to increase partnerships with colleges and universities to expand the workforce trained in geriatric care, research that benefits elders and adults with disabilities, and lifelong learning opportunities;
6. Increasing awareness among the public and stakeholders of the benefits and services offered at senior centers;
7. Accessible emerging technology and online options to enhance the availability of training and outreach programs to educate the public on elder issues and services;
8. Availability of online resources for legal services to elders;
9. Potential for increased funding for elders through insurance reimbursement for evidence-based health promotion/disease prevention programs;
10. Involvement in development, implementation, quality assurance, and program improvement activities related to Medicaid long-term care programs;
11. Further development of the Direct-Support Organization to provide assistance, funding, and support to the Office of Public and Professional Guardians;
12. New developments that target the prevention and treatment of chronic conditions that limit the independence of elders;
13. Potential to promote public and private partnerships to increase aging-in-place initiatives;
14. Potential to improve and increase access to long-term care information and public and private services for elders, families, and caregivers through the ADRCs;
15. Increasing coordination between the aging network and legal services;
16. Potential for expanding the aging network infrastructure for adults with disabilities;
17. Increasing efforts to secure alternative funding sources and staff resources;

18. Increasing the use of private-pay practices in the ADRC business model to increase service availability;
19. Community partnerships to help us promote public awareness of the Department's programs and services; and
20. Educating and informing stakeholders about Department programs and services, including prioritization and enrollment processes.

#### THREATS:

1. Inadequate supply of safe and affordable housing for elders;
2. Inadequate transportation alternatives, which limit elder mobility and access to services;
3. Ageist viewpoints and practices in the workplace and other environments;
4. Difficulty faced by elders wanting to find jobs or pursue employment;
5. Lack of early intervention services resulting in greater numbers of individuals becoming eligible for the Statewide Medicaid Managed Care Long-term Care (SMMC LTC) Program;
6. Fewer home and community-based service options available to elders and adults with disabilities in rural areas;
7. Demands for home and community-based services growing faster than current funding;
8. Increased incidence of abuse, neglect, and exploitation of elders;
9. Public perception that elder abuse rarely occurs;
10. Lack of adequate retirement and long-term care savings by Florida's pre-retirees resulting in a reliance on publicly funded services;
11. Shortage of medical and mental health service providers with geriatric training;
12. Florida's geographic vulnerability to hurricanes and tropical storms that disproportionately impacts elders;
13. Lack of communication across agencies that provide services; and
14. Lack of internet connectivity in rural areas for CARES assessors.

## AGENCY PRIORITIES FOR THE NEXT FIVE YEARS

In keeping with its goals, the Department's priorities for the next five years are as follows:

1. Provide home and community-based services for elders and their caregivers to ensure that elders can choose to remain safely in their homes and communities;
2. Increase awareness of the positive impact that elders have on Florida's economy and communities;
3. Ensure that federal and state funds are used to effectively and efficiently serve elders' needs;
4. Implement gubernatorial and legislative initiatives, as well as federal legislative mandates;
5. Prepare for future elder needs through planning, collaboration, and policy development;
6. Provide information that empowers elders, adults with disabilities, caregivers, and their families to make informed decisions about long-term care options;
7. Empower elders to stay active and healthy and improve their physical and mental health;
8. Advocate for the protection of elder rights through education and collaboration;
9. Strengthen the state's ability to prevent and respond to elder abuse, neglect, and exploitation;
10. Work with the aging network and state agencies to plan for, respond to, and educate elders about hurricanes and other disasters; and
11. Expand workforce development options to improve employee retention.

#### PROPOSED NEW PROGRAMS

There are no new programs being proposed.

#### JUSTIFICATION OF THE FINAL PROJECTION FOR EACH OUTCOME AND IMPACT STATEMENT RELATING TO DEMAND AND FISCAL IMPLICATIONS

The final projection for each outcome is based on funding and demand for services.

#### LIST OF POTENTIAL POLICY CHANGES AFFECTING THE AGENCY BUDGET REQUEST

There are no policy changes that affect the Department's budget request.

#### LIST OF CHANGES WHICH WOULD REQUIRE LEGISLATIVE ACTION

There are no changes that will require legislative action.



LIST OF ALL TASK FORCES AND STUDIES IN PROGRESS

Work Group / Task Force	Legislative Mandate	Comments
Agency for Health Care Administration (AHCA) Interagency Workgroup		AHCA hosts this interagency workgroup to facilitate discussions regarding pre-admission screening and resident review (PASRR) process and system improvements.
Alzheimer’s Disease Advisory Committee	s. 430.501, F.S	The committee, composed of 10 members selected by the Governor, advises the Department of Elder Affairs (DOEA) in the performance of its duties. All members must be residents of the state. The committee advises DOEA regarding legislative, programmatic, and administrative matters that relate to individuals with Alzheimer’s disease and their caregivers. At least four of the 10 members must be licensed pursuant to Chapter 458 or 1459 of the Florida Statutes or hold a Ph.D. degree and be currently involved in research of Alzheimer’s disease, and must include four persons who have been caregivers of individuals of Alzheimer’s disease. Whenever possible, there should be one individual from each of the following professions: a gerontologist, a geriatric psychiatrist, a geriatrician, a neurologist, a social worker, and a registered nurse. Members are appointed to four-year staggering terms. The committee elects one of its members to serve a chair for a one-year term. Committee meetings are held quarterly or as frequently as needed.

Work Group / Task Force	Legislative Mandate	Comments
Bicycle and Pedestrian Partnership Council	s. 430.04(3), F.S.	The council was established by the Florida Department of Transportation (FDOT) to make policy recommendations to FDOT and transportation partners throughout Florida on the state's walking, bicycling, and trail facilities. The council includes representatives from several state agencies, local governments, and external stakeholders (including walkers, bicyclists, and trail users) to make statewide improvements in safety and facilities integration. The council makes recommendations on design, planning, safety, and other programs involving bicycle and pedestrian issues. The council meets four times a year.
Big Bend Leaders of Volunteer Engagement (L.O.V.E)	s. 430.07, F.S.	Big Bend L.O.V.E is a professional association of volunteer resource managers who recruit, train, and work with volunteers at nonprofit, profit, government, and educational organizations in the eight counties of the Big Bend area of Florida.
Big Bend Fraud Task Force (BBFTF)	s. 430.04(3), F.S.	Comprised of a group of professional individuals and organizations, BBFTF was formed as a result of the rising number of financial crimes committed against individuals, businesses, and banking communities in the Big Bend area. Due to the sophisticated nature of many of these crimes, law enforcement, banking, and business communities needed a way to exchange information. A task force was formed to provide these entities with an opportunity to network and reduce the overall economic loss and ensure successful criminal prosecution. Since its inception, BBFTF has been instrumental in the fight against financial crimes through the development of various anti-fraud programs.
Criminal Justice, Mental Health, and Substance Abuse Reinvestment Grant Review Committee		The committee reviews and determines successors for expansion and implementation grants at the request of the Secretary of the Florida Department of Children and Families (DCF).

Work Group / Task Force	Legislative Mandate	Comments
Dementia Care and Cure Initiative Advisory Council (Tallahassee/Leon County)		The Tallahassee/Leon County Advisory Council is the steering body for the pilot program of the Department's Dementia Care and Cure Initiative (DCCI). Made up of representatives from local government, the Area Agency on Aging, and the Tallahassee Memorial Healthcare Memory Disorder Clinic, the council meets on a quarterly basis to discuss business and provide guidance on key issues before the council.
Dementia Care and Cure Initiative Statewide Task Force		The Dementia Care and Cure Statewide Task Force is made up of subject-area experts who design and develop best practices for a dementia caring community.
Department of Elder Affairs (DOEA) Advisory Council	s. 430.05, F.S.	<p>The council is located within DOEA for administrative purposes. It is the intent of the Legislature that the advisory council shall be an independent nonpartisan body and shall not be subject to control, supervision, or direction by DOEA.</p> <p>The council serves in an advisory capacity to the Secretary of Elder Affairs to assist the Secretary in carrying out the purposes, duties, and responsibilities of DOEA, as specified in the Chapter 430, F.S. The council may make recommendations to the Secretary, the Governor, the Speaker of the House of Representatives, and the President of the Senate regarding organizational issues and additions or reductions in DOEA's duties and responsibilities.</p>
Department of Health (DOH) HIV/AIDS Focus Group		The focus group concentrates on the prevention of HIV/AIDS among the senior population.

Work Group / Task Force	Legislative Mandate	Comments
DOH-Special Needs Shelter (SpNS) Discharge Planning Subcommittee, Co-champions	s. 381.0303, F.S.	As a part of the SpNS Interagency Committee, DOEA serves as the champion for the committee's Discharge Planning Subcommittee. The Discharge Planning Subcommittee is responsible for developing and updating standard operating procedures for Multi-agency SpNS Discharge Planning Teams, rapid assessment tools used to determine the viability of SpNS client post-shelter housing and continuity of service provision, and procedures for using these tools.
DOH-SpNS Interagency Committee	s. 381.0303, F.S.	DOEA serves as a member of the SpNS Interagency Committee. The committee addresses and resolves problems related to SpNS not addressed in the state comprehensive emergency medical plan and consults on the planning and operation of SpNS. The committee is required to develop, negotiate, and regularly review any necessary interagency agreements; undertake other such activities DOH deems necessary to facilitate the implementation of the committee's assignment; and submit recommendations to the Legislature as necessary.
Florida Alliance of Information & Referral Services (FLAIRS) Advisory Board of Directors	s. 408.918, F.S.	FLAIRS was established to serve as a mechanism for generating ideas and resources around a common set of professional concerns related to the delivery of information and referral services. FLAIRS is governed by a Board of Directors comprised of representatives from each of the state's authorized 2-1-1 service providers. The FLAIRS board established the FLAIRS Advisory Board to ensure that FLAIRS is inclusive of the concerns of other I&R providers, and to foster cross-sector communication.

Work Group / Task Force	Legislative Mandate	Comments
Florida Commission for the Transportation Disadvantaged	ch. 427, F.S. & s. 430.04(3), F.S.	The Secretary or a senior-management-level representative serves as an ex officio, non-voting advisor to the commission. The commission is responsible for ensuring the coordination of transportation services for older adults, persons with disabilities, and people with low income who are dependent upon others to access employment, health care, education, and other life-sustaining activities.
Florida Coordinating Council for the Deaf and Hard of Hearing	s. 413.271, F.S.	The mission of this council is to serve as an advisory and coordinating body which recommends policies that address the needs of persons who are deaf, hard of hearing, late-deafened, and deaf-blind, as well as methods that improve the coordination of services among public and private entities and to provide technical assistance, advocacy, and education.
Florida Developmental Disabilities Council (FDDC)	s. 393.002, F.S.	This council, established in accordance with the Developmental Disabilities Assistance and Bill of Rights Act, P.L. 106-402 Final Rule, 45 CFR Part 1386, must include in its membership representatives of certain state agencies, including the principal state agency that administers funds under the Older Americans Act. Representatives participate in full council meetings and one task force.

Work Group / Task Force	Legislative Mandate	Comments
Florida Injury Prevention Advisory Council (FIPAC)		FIPAC was appointed to provide injury prevention research and practice expertise and to assist in the development, implementation, and evaluation of the 2009–2013 Florida Injury Prevention Strategic Plan. Appointed council members and goal team members are assigned to one of the strategic plan’s five prioritized goals. This group of approximately 50 individuals includes representatives from six key state agencies, the medical community, injury prevention advocacy groups and non-profit agencies, university systems, research facilities, county health departments, laypersons, law enforcement, and health educators’/injury prevention specialists. DOEA participates to support the implementation of the Older Adult Falls Prevention Goal in the Florida Injury Prevention Strategic Plan as required by the Center for Disease Control (CDC) grant that funds FIPAC.
Florida Interagency Food and Nutrition Council		The council is composed of all state agencies receiving U.S. Department of Agriculture funding.
Florida Legal Services (FLS) Board of Directors		FLS is a nonprofit organization founded in 1973 to provide civil legal assistance to indigent persons who would not otherwise have the means to obtain a lawyer. A statewide support center, dedicated to ensuring that poor people have equal access to justice, FLS fulfills its mission primarily by working with local legal aid and legal service programs to improve their ability to provide legal assistance to those in need in their communities. It provides service delivery coordination, training, case consultation, and technical assistance to all legal service providers in Florida.
Florida Lifespan Respite Coalition		The Florida Lifespan Respite Coalition is a collaborative effort led by DOEA, the Ounce of Prevention Fund of Florida, and the Florida Lifespan Respite Alliance. The coalition and other partners work together to expand and improve respite care services for all ages and disability types in Florida.

Work Group / Task Force	Legislative Mandate	Comments
Florida Office on Disability and Health		The mission of this office is to maximize the health, well-being, and quality of life of all Floridians living with disabilities and their families throughout their lifetime.
Governor's Gold Seal Panel	s. 400.235, F.S. & 59A-4.200, F.A.C.	The Governor's Panel on Excellence in Long-Term Care, known as the Gold Seal Panel, awards and recognizes nursing home facilities that demonstrate excellence in long-term care over a sustained period; promotes the stability of the industry; and facilitates the physical, social, and emotional well-being of nursing home facility residents. The State Long-Term Care Ombudsman is a member.
Governor's Mental Health Transformation – Recovery and Resiliency Workgroup		This work group consists of stakeholders and other state agencies to advance the mental health transformation efforts. The workgroup is facilitated by the Chair of the Substance Abuse and Mental Health Corporation.
Governor's Office of Drug Control Suicide Prevention Coordinating Council		The Governor's Office is leading an integrated and long-term approach to lowering the state's current suicide rate. The Suicide Prevention Coordinating Council serves in an advisory role to the Statewide Office of Suicide Prevention, which is charged with developing and implementing a statewide plan to decrease the suicide rate in the state.
Interagency Smart Growth Technical Assistance Team  Memorandum of Agreement among DOH, FDOT, Florida Department of Community Affairs, Florida Department of Environmental Protection, and DOEA		The Technical Assistance Team is a collaborative agreement among agencies in support of Smart Growth. Its purpose is to assist Florida's local governments in creating healthy and sustainable communities, develop ongoing cooperative relationships among the parties, and promote efficient use of state resources by identifying and collaborating on commonalities across programs. DOEA was added in August 2009.

Work Group / Task Force	Legislative Mandate	Comments
Learning Network		Eight states were selected to participate in this technical assistance network from the Administration on Aging (AoA), CDC, National Council on Aging, and Agency for Healthcare Research and Quality. Participants gained greater knowledge regarding the research about applying evidence-based interventions, assurances that the intervention would be successful, and better understandings of how to use the Social-Ecologic Model of Healthy Aging to evaluate progress toward goals.
Lighting the Way to Guardianship and Other Decision-Making Alternatives		The DOEA Statewide Public Guardianship Office, in partnership with the Office of the Public Guardian, Inc., and APD, has revised the FDCC's two current curricula (one for families and one for attorneys and professionals). These focus on decision-making options for people with developmental disabilities. The partnership also provides workshops for attorneys, judges, client advocates, and family members utilizing the revised materials and evaluates whether these sessions meet the purpose of this grant.
Living Healthy in Florida		Living Healthy in Florida is a multi-agency campaign that was created to provide simple tools to promote healthy lifestyles in our state. The purpose of this toolkit is to provide state agencies and community partners with information and media resources to promote a healthy lifestyle. When we all use the same tools, we all share the same message, which makes it louder, stronger and more effective.



Work Group / Task Force	Legislative Mandate	Comments
Medical Care Advisory Committee	42 CFR 431.12	<p>Federal regulations require each state Medicaid Program to establish a committee to serve in an advisory capacity on health and medical care issues.</p> <p>According to 42 CFR 431.12, this committee must include the following:</p> <ul style="list-style-type: none"> <li>• Board-certified physicians and other representatives of the health professions who are familiar with the medical needs of low-income people and with the resources available for their care;</li> <li>• Members of consumer groups, including Medicaid recipients; and</li> <li>• Agency heads from DCF and DOH.</li> </ul> <p>The committee may be asked to provide the AHCA with advice on improving Medicaid recipients' access to specialists and enhancing our communication with Medicaid recipients. Members may also be asked to review and provide input on a variety of Medicaid materials and to make recommendations to AHCA about Medicaid policies, rules, and procedures.</p>
Multi-agency SpNS Discharge Planning Teams	s.381.0303(1)(e), F.S.	<p>The Secretary of Elder Affairs shall convene, at any time deemed appropriate and necessary, a multiagency SpNS discharge planning team to assist local areas that are severely affected by a natural or manmade disaster that requires the use of SpNS. These teams provide assistance to local emergency management agencies with the continued operation or closure of shelters, as well as with the discharge of clients with special needs to alternate facilities if necessary. The Secretary may call upon any state agency or office to provide staff to assist these teams. Each team may include at least one representative from DOEA, DOH, DCF, Veterans' Affairs, AHCA, and APD.</p>

Work Group / Task Force	Legislative Mandate	Comments
National Association of PASRR Professionals (NAPP)		NAPP is a national organization of professionals who collaborate to improve the quality of long-term care for individuals with mental illness, developmental disabilities, and related conditions.
National Association of States United for Aging and Disabilities (NASUAD) Information and Referral/Assistance (I&R/A) Support Center Advisory Committee		The I&R/A Support Center Advisory Committee is intended to assist NASUAD and AoA in ensuring that human service agencies are connected with the individuals they serve. The committee strives to have representation from all regions of the country and from organizations with experience to help guide decisions about tools, technical assistance, and services. Advisory committee responsibilities include participation on the following: bi-monthly calls; survey development and review; development of online training modules; and outreach to potential members.
Rural Economic Development Initiative Committee	s. 288.0656, F.S.	This committee helps to guide the Rural Economic Development Initiative's efforts to better serve Florida's rural communities through a more focused and coordinated effort among state and regional agencies that provide programs and services for rural areas.
Safe Mobility for Life Coalition		The mission of this coalition is to improve the safety, access, and mobility of Florida's aging road users by developing a comprehensive strategic plan to reduce injuries and crashes among this vulnerable population.
Silver Alert Support Committee	Executive Order 08-211	This is a working committee established by the DOEA Secretary to bring stakeholders together to set responsibilities and develop working protocols for law enforcement and for the aging network. An additional responsibility is to develop and disseminate training materials for law enforcement and informational brochures, videos, and training materials for the network and general public.
State Mental Health Planning Council		The council oversees the U.S. Substance Abuse and Mental Health Services Administration application for block grant funding for mental health services in Florida and the service delivery by contractors.

Work Group / Task Force	Legislative Mandate	Comments
State Plan on Aging Advisory Group		The State Plan Advisory Group was formed in November 2011 to develop recommendations for the plan. The advisory group is comprised of 17 member organizations from the aging network in Florida. The advisory group meets at least annually throughout the 2013-2016 period of the plan to assess progress toward the plan's goals, objectives, and strategies.

Work Group / Task Force	Legislative Mandate	Comments
University of Florida Geriatric Workforce Enhancement Program (GWEP) Advisory Committee		<p>The University of South Florida (USF), in partnership with Tampa Family Health Centers and the Senior Connection Center, has been awarded a three-year, \$2.24 million federal grant to help prepare a health professions workforce to improve care for older adults. The transformation of clinical practice and geriatrics education being undertaken contains five overarching aims:</p> <ol style="list-style-type: none"> <li>1. Transform primary care by infusing gerontologic and geriatric knowledge into clinical practice and providing structured geriatric interprofessional education for providers and clinical staff, creating a geriatric primary care model that fosters excellence in older adult clinical care;</li> <li>2. Develop a comprehensive and coordinated curriculum for health professions students that instills core geriatric knowledge into the primary care environment and implements active student participation in key geriatric clinical activities during the transformation and beyond;</li> <li>3. Prepare future health professions leaders in geriatric primary care through advanced advocacy skills, practice development, population-based medicine, family/patient involvement, interdisciplinary care and transitions through the lifespan;</li> <li>4. Create a model of Alzheimer’s disease and related dementias education that prioritizes identification of cognitive impairment and increases competence in memory care management; and</li> <li>5. Build a dynamic, reciprocal network of collaboration among partners that facilitates an efficient and effective process for elder patients to be assessed for, referred to, and receive appropriate home and community-based long-term care supports and services to maintain them in the community.</li> </ol>

Work Group / Task Force	Legislative Mandate	Comments
Weatherization Assistance Program (WAP) Advisory Council	2012 Consolidated Appropriations Act, Public Law No. 112-74, and continued in the 2013 Continuing Resolution, Public Law No. 112-175	The WAP Advisory Council oversees the implementation of WAP and the Florida Department of Economic Opportunity (DEO). The council reviews the annual state plans for WAP and DEO, as well as any proposed rule revisions.
Workforce Florida Board	s. 445, F.S.	This is a 45-member board appointed by the Governor, which oversees and monitors the administration of the state's workforce policy, programs, and services, carried out by the 24 business-led Regional Workforce Boards, CareerSource Florida and The Florida Department of Economic Opportunity. Direct services are provided at nearly 100 One-Stop Centers with locations in every county in the state.

## LRPP EXHIBIT II: PERFORMANCE MEASURES AND STANDARDS

Department: Department of Elder Affairs	Department No.: 65
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Program: Services to Elders	Code: 65000000
Service/Budget Entity: Comprehensive Eligibility Services	Code: 65100200

NOTE: Approved primary service outcomes must be listed first.

Approved Performance Measures for FY 2017-18	Approved Prior Year Standard FY 2016-17	Prior Year Actual FY 2016-17	Approved Standard for FY 2017-18	Requested Standard for FY 2018-19
Percent of elders CARES determined to be eligible for nursing home placement who are diverted <sup>12</sup>	30%	Data are not available	30%	Request deletion of measure
Number of CARES assessments	85,000	100,291	85,000	85,000
NEW MEASURE: Number of days for determination of medical eligibility (CARES) <sup>13</sup>		9.85 days	Request addition of new measure	12 days
NEW MEASURE: Percentage of individuals new to the Aging Network who are put on the waitlist within one (1) business day of being screened <sup>14</sup>		98%	Request addition of new measure	85%

<sup>12</sup> The Department is requesting deletion of this measure. With the implementation of the Statewide Medicaid Managed Care Long-term Care (SMMC LTC) Program, diversion is no longer a responsibility of the CARES Program.

<sup>13</sup> In place of the CARES outcome measure, the Department is requesting the addition of the following output measure: “Number of days for determination of medical eligibility (CARES).” The baseline year is State Fiscal Year (SFY) 2013-14, and the requested standard is twelve days.

<sup>14</sup> The Department is requesting the addition of this measure in place of the outcome measure: “Average time in the Community Care for the Elderly program for Medicaid waiver-probable customers.” The baseline year is SFY 2016-17, and the requested standard is 85%.

Department: Department of Elder Affairs	Department No.: 65
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Program: Services to Elders	Code: 65000000
Service/Budget Entity: Home and Community Services	Code: 65100400

NOTE: Approved primary service outcomes must be listed first.

Approved Performance Measures for FY 2017-18	Approved Prior Year Standard FY 2016-17	Prior Year Actual FY 2016-17	Approved Standard for FY 2017-18	Requested Standard for FY 2018-19
Percent of most frail elders who remain at home or in the community instead of going into a nursing home	97%	94%	97%	97%
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%	99%	97%	97%
Average monthly savings per consumer for home and community-based care versus nursing home care for comparable client groups <sup>15</sup>	\$3,988	Savings cannot be accurately measured	\$3,988	Request deletion of measure
Percent of elders assessed with high or moderate risk environments who improved their environment score	79.3%	70.5%	79.3%	79.3%
Percent of new service recipients with high-risk nutrition scores whose nutritional status improved <sup>16</sup>	66%	54%	66%	Request deletion of measure
NEW MEASURE: Percentage of active clients eating two or more meals per day <sup>17</sup>		93%	Request addition of new measure	95%
Percent of new service recipients whose ADL assessment score has been maintained or improved	65%	59%	65%	65%
Percent of new service recipients whose IADL assessment score has been maintained or improved	62.3%	63.5%	62.3%	62.3%
Percent of family and family-assisted caregivers who self-report they are very likely to continue to provide care <sup>18</sup>	89%	Data are not available	89%	Request deletion of measure

<sup>15</sup> The Department is requesting deletion of this measure because the data for this measure cannot be accurately measured.

<sup>16</sup> The Department is requesting deletion of this measure because it is based on nutritional risk factors that the Department's services cannot address. The Department is proposing the alternate measure below.

<sup>17</sup> In place of the outcome measure above, the Department is requesting addition of the following outcome measure: "Percentage of active clients eating two or more meals per day." The baseline year is SFY 2013-14, and the requested standard is 95%.

<sup>18</sup> The Department is requesting deletion of this measure because the data for this measure are no longer available. Following revision of the Department's 701B Comprehensive Assessment, this question is not asked during the caregiver assessment.

NOTE: Approved primary service outcomes must be listed first.

Approved Performance Measures for FY 2017-18	Approved Prior Year Standard FY 2016-17	Prior Year Actual FY 2016-17	Approved Standard for FY 2017-18	Requested Standard for FY 2018-19
Percent of caregivers whose ability to provide care is maintained or improved after one year of service intervention (as determined by the caregiver and the assessor) <sup>19</sup>	90%	Data are not available	90%	Request deletion of measure
NEW MEASURE: After service intervention, the percentage of caregivers who self-report being very confident about their ability to continue to provide care <sup>20</sup>		90%	Request addition of new measure	86%
Average time in the Community Care for the Elderly Program for Medicaid Waiver probable customers <sup>21</sup>	2.8 months	4.0 months	2.8 months	Request deletion of measure
Percent of customers who are at imminent risk of nursing home placement who are served with community-based services	90%	90%	90%	90%
NEW MEASURE: Percentage of clients surveyed who believe services help them remain in their home or in the community <sup>22</sup>		97%	Request addition of new measure	97%
NEW MEASURE: Percentage of clients surveyed who are satisfied with the services they receive <sup>23</sup>		95%	Request addition of new measure	95%
NEW MEASURE: Number of elders with Alzheimer's disease or cognitive impairment served <sup>24</sup>		65,386	Request addition of new measure	30,000
Number of elders served with registered long-term care services	186,495	276,310	186,495	186,495

<sup>19</sup> The Department is requesting deletion of this measure because the data for this measure are no longer available. As part of the revision to the Department's 701B Comprehensive Assessment, this question was changed to ask caregivers about their confidence in their ability to continue to provide care without a companion question of the assessor. The Department is proposing the new measure below as an alternate, which reflects the new assessment question.

<sup>20</sup> As a replacement for the outcome measure above, the Department is requesting addition of the measure: "After service intervention, the percentage of caregivers who self-report being very confident about their ability to continue to provide care." The baseline year is SFY 2013-14, and the requested standard is 86%.

<sup>21</sup> The Department is requesting deletion of this measure. As a replacement, the Department is requesting the addition of the following measure: "Percentage of individuals new to the Aging Network who are put on the waitlist within one (1) business day of being screened." The baseline year is SFY 2016-17, and the requested standard is 85%.

<sup>22</sup> The Department is requesting addition of the measure: "Percentage of clients surveyed who believe services help them remain in their home or in the community." The baseline year is SFY 2012-13, and the requested standard is 97%.

<sup>23</sup> The Department is requesting addition of the measure: "Percentage of clients surveyed who are satisfied with the services they receive." The baseline year is SFY 2012-13, and the requested standard is 95%.

<sup>24</sup> The Department is requesting addition of the new output measure: "Number of elders with Alzheimer's disease or cognitive impairment served." The baseline year is SFY 2013-14, and the requested standard is 30,000.



NOTE: Approved primary service outcomes must be listed first.

Approved Performance Measures for FY 2017-18	Approved Prior Year Standard FY 2016-17	Prior Year Actual FY 2016-17	Approved Standard for FY 2017-18	Requested Standard for FY 2018-19
NEW MEASURE: Number of elders served with community-based long-term care services <sup>25</sup>		815,479	Request addition of new measure	800,000
Number of congregate meals provided	5,300,535	5,450,329	5,300,535	5,300,535
NEW MEASURE: Number of home-delivered meals provided <sup>26</sup>		8,220,710	Request addition of new measure	6,000,000
Number of elders served (meals, nutrition education, and nutrition counseling)	81,903	75,946	81,903	81,903
Number of elders served (caregiver support)	54,450	112,580	54,450	54,450
Number of elders served (early intervention/prevention)	355,908	473,972	355,908	355,908
Number of elders served (home & community services diversion) <sup>27</sup>	51,272	42,966	51,272	Request deletion of measure
Number of elders served (long-term care initiatives) <sup>28</sup>	12,150	1,886	12,150	Request deletion of measure
Number of elders served (residential assisted living support and elder housing issues) <sup>29</sup>	3,997	Data are not available	3,997	Request deletion of measure
Number of elders served (supported community care) <sup>30</sup>	56,631	39,734	56,631	Request deletion of measure

<sup>25</sup> The Department is requesting addition of the following measure: “Number of elders served with community-based long-term care services.” The baseline year is SFY 2012-13, and the requested standard is 800,000.

<sup>26</sup> The Department is requesting addition of the measure: “Number of home-delivered meals provided.” The baseline year is SFY 2013-14, and the requested standard is 6,000,000.

<sup>27</sup> The Department is requesting deletion of this measure because it includes only a subset of clients receiving home and community-based services. As a replacement, the Department is requesting addition of the following measure: “Number of elders served with community-based long-term care services.”

<sup>28</sup> The Department is requesting deletion of this measure because it includes only a subset of clients receiving home and community-based services. As a replacement, the Department is requesting addition of the following measure: “Number of elders served with community-based long-term care services.”

<sup>29</sup> The Department is requesting deletion of this measure. The only program within the activity of “Residential Assisted Living Support and Elder Housing Issues,” the Assisted Living Medicaid Waiver, was terminated in February 2014, when SMMC LTC was fully implemented.

<sup>30</sup> The Department is requesting deletion of this measure because it includes only a subset of clients receiving home and community-based services.

Department: Department of Elder Affairs	Department No.: 65
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Program: Services to Elders	Code: 65000000
Service/Budget Entity: Executive Direction and Support Services	Code: 65100600

NOTE: Approved primary service outcomes must be listed first.

Approved Performance Measures for FY 2017-18	Approved Prior Year Standard FY 2016-17	Prior Year Actual FY 2016-17	Approved Standard for FY 2017-18	Requested Standard for FY 2018-19
Agency administration costs as a percent of total agency costs/agency administrative positions as a percent of total agency positions	1.8% / 22.2%	0.93% / 14.7%	1.8% / 22.2%	1.8% / 22.2%

Department: Department of Elder Affairs	Department No.: 65
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Program: Services to Elders	Code: 65000000
Service/Budget Entity: Consumer Advocate Services	Code: 65101000

NOTE: Approved primary service outcomes must be listed first.

Approved Performance Measures for FY 2017-18	Approved Prior Year Standard FY 2016-17	Prior Year Actual FY 2016-17	Approved Standard for FY 2017-18	Requested Standard for FY 2018-19
Percent of complaint investigations initiated by the ombudsman within seven (7) calendar days <sup>31</sup>	91%	96%	Request revision of this measure	91%
Number of complaint investigations completed (long-term care ombudsman council) <sup>32</sup>	8,226	2,607	8,226	Request deletion of this measure
NEW MEASURE: Percent of complaint investigations completed by the ombudsman within 90 calendar days <sup>33</sup>		94%	Request addition of new measure	90%
Percent of service activities on behalf of frail or incapacitated elders initiated by public guardianship within five (5) days of receipt of request	100%	100%	100%	100%
Number of judicially approved guardianship plans including new orders	2,000	2,097	2,000	2,000

<sup>31</sup> The Long-Term Care Ombudsman Program is requesting revision of this measure due to a change in federal reporting requirements. The previous measure “*Percent of complaint investigations initiated by the ombudsman within five (5) working days*” is replaced with “*Percent of complaint investigations initiated by the ombudsman within seven (7) calendar days.*”

<sup>32</sup> The Long-Term Care Ombudsman Program is requesting deletion of this measure due to a change in federal reporting requirements.

<sup>33</sup> As a replacement for the output measure above, the Long-Term Care Ombudsman Program is requesting addition of the outcome measure: “*Percent of complaint investigations completed by the ombudsman within 90 calendar days.*” This figure will include cases that have been granted an extension. These cases cannot be identified in the current tracking system and negatively affect the measure. The baseline year is SFY 2013-14, and the requested standard is 90%.

## LRPP EXHIBIT III: PERFORMANCE MEASUREMENT ASSESSMENT

Department: Department of Elder Affairs  
 Program: Services to Elders  
 Service/Budget Entity: Comprehensive Eligibility Services  
 Measure: Percent of elders determined by CARES to be eligible for nursing home placement who are diverted

**Action:**

- Performance Assessment of Outcome Measure       Revision of Measure
- Performance Assessment of Output Measure       Deletion of Measure
- Adjustment to GAA Performance Standard

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
30%	Data are not available	Unable to report	Unable to report

**Factors Accounting for the Difference:**

**Internal Factors (check all that apply)**

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (Identify) Data are not available.

**Explanation:**

**External Factors (check all that apply)**

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix the Problem
- Current Laws Are Working Against the Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:** The Department is requesting the deletion of this measure because it no longer reflects an activity for which CARES is responsible. As a result of the implementation of the Statewide Medicaid Managed Care Long-term Care (SMMC LTC) Program, diversions are now the responsibility of SMMC LTC managed care plans.

**Management Efforts to Address Differences/Problems (check all that apply)**

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:** In place of this measure, the Department is requesting the addition of a new output measure, “Number of days for determination of medical eligibility (CARES),” an activity for which CARES is solely responsible.

## LRPP EXHIBIT III: PERFORMANCE MEASUREMENT ASSESSMENT

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Percent of most frail elders who remain at home instead of going into a nursing home

**Action:**

- Performance Assessment of Outcome Measure       Revision of Measure
- Performance Assessment of Output Measure       Deletion of Measure
- Adjustment to GAA Performance Standard

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
97%	94%	3% Under	3%

**Factors Accounting for the Difference:**

**Internal Factors (check all that apply)**

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (Identify) Normal Program Variance

**Explanation:** Performance is within an acceptable margin of error.

**External Factors (check all that apply)**

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix the Problem
- Current Laws Are Working Against the Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:**

**Management Efforts to Address Differences/Problems (check all that apply)**

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**

### LRPP Exhibit III: Performance Measure Assessment

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Average monthly savings per consumer for home and community-based care versus nursing home care for comparable client groups

**Action:**

- Performance Assessment of Outcome Measure     Revision of Measure
- Performance Assessment of Output Measure     Deletion of Measure
- Adjustment to GAA Performance Standard

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
\$3,988	Savings cannot be accurately measured	Unable to report	Unable to report

**Factors Accounting for the Difference:**

**Internal Factors (check all that apply)**

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (Identify)

**Explanation:**

**External Factors (check all that apply)**

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix the Problem
- Current Laws Are Working Against the Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:** Though there are savings associated with the provision of home and community-based services due to their ability to delay and prevent nursing home placement, the Department is requesting the deletion of this measure because the actual savings cannot be accurately measured. Individuals entering a nursing home under Medicaid may be enrolled in the Statewide Medicaid Managed Care Long-term Care Program (SMMC LTC), which began operating March 1, 2014. Rate setting and contract administration responsibilities for SMMC LTC are maintained by the Agency for Health Care Administration (AHCA), Florida’s Medicaid agency. SMMC LTC uses a capitated payment model calculated each year based on the number of clients being served in the community and the number of clients being served in nursing homes. Rates are set based on these censuses for each provider in each region. Identifying the cost to serve individuals that transition into nursing homes under SMMC LTC cannot be determined because we do not know which providers the clients will select. Moreover, AHCA may apply rate adjustments after

services are rendered. Estimating costs is complicated by the fact that individuals may enter a nursing home without enrolling in SMMC LTC, whereby a fee-for-service payment model is used.

**Management Efforts to Address Differences/Problems (check all that apply)**

- |                                    |  |
|------------------------------------|--|
| <input type="checkbox"/> Training  | <input type="checkbox"/> Technology                  |
| <input type="checkbox"/> Personnel | <input checked="" type="checkbox"/> Other (Identify) |

**Recommendations:** The Department is requesting a deletion of this measure.

### LRPP EXHIBIT III: PERFORMANCE MEASUREMENT ASSESSMENT

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Percent of elders assessed with high or moderate risk environments who improved their environment score

**Action:**

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment to GAA Performance Standard
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
79.3%	70.5%	8.8% Under	11%

**Factors Accounting for the Difference:**

**Internal Factors (check all that apply)**

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (Identify)

**Explanation:**

**External Factors (check all that apply)**

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix the Problem
- Current Laws Are Working Against the Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:** The number of elders who are initially assessed as living in high or moderate risk environments is low. This small number creates large swings in the measure even when some individuals improve their environment score. Also, satisfactory interventions are difficult to achieve as individuals are often reluctant to accept the intervention, which may include relocation to another house or assisted living facility, or drastic changes to life-long housekeeping habits such as accumulating items or garbage, or keeping floors and pathways clear of clutter. Moreover, the Department cannot force a person to move or accept a home modification without the involvement of a complex legal process.

**Management Efforts to Address Differences/Problems (check all that apply)**

- Training
- Personnel
- Technology
- Other (Identify)



Recommendations:



**Recommendations:** The Department is requesting the deletion of this measure. As a replacement, the Department is requesting the addition of the measure: “Percentage of active clients eating two or more meals per day.”

## LRPP EXHIBIT III: PERFORMANCE MEASUREMENT ASSESSMENT

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Percent of new service recipients whose ADL assessment score has been maintained or improved

**Action:**

- Performance Assessment of Outcome Measure     Revision of Measure
- Performance Assessment of Output Measure     Deletion of Measure
- Adjustment to GAA Performance Standard

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
65%	59%	6% Under	9.4%

**Factors Accounting for the Difference:**

**Internal Factors (check all that apply)**

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (Identify) Normal Program Variance

**Explanation:** Performance is within an acceptable margin of error.

**External Factors (check all that apply)**

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix the Problem
- Current Laws Are Working Against the Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:**

**Management Efforts to Address Differences/Problems (check all that apply)**

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:**



**Recommendations:** The Department is requesting the deletion of this measure.

## LRPP EXHIBIT III: PERFORMANCE MEASUREMENT ASSESSMENT

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** 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)

**Action:**

- Performance Assessment of Outcome Measure     Revision of Measure
- Performance Assessment of Output Measure     Deletion of Measure
- Adjustment to GAA Performance Standard

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
90%	Data are not available	Unable to report	Unable to report

**Factors Accounting for the Difference:**

**Internal Factors (check all that apply)**

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (Identify) Data are no longer available.

**Explanation:** Following the revision of the 701B Comprehensive Assessment used to assess clients and caregivers, the question on which this outcome was based is no longer asked of caregivers and assessors. The new assessment instrument, implemented in mid-July 2013, was developed with the guidance of experts in the field of caregiver support and services. At their recommendation, the question on which this measure was based was removed. Instead, caregivers are now asked how confident they are that they will have the ability to continue to provide care, which is being proposed as a new caregiver outcome measure. There is no longer a companion question of the assessor.

**External Factors (check all that apply)**

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix the Problem
- Current Laws Are Working Against the Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:**

**Management Efforts to Address Differences/Problems (check all that apply)**

- Training
- Personnel

- Technology
- Other (Identify)

**Recommendations:** The Department is requesting the deletion of the measure and for it to be replaced with a new measure: “After service intervention, the percentage of caregivers who self-report being very confident about their ability to continue to provide care.”



## LRPP EXHIBIT III: PERFORMANCE MEASUREMENT ASSESSMENT

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Average time in the Community Care for the Elderly Program for Medicaid Waiver probable customers

**Action:**

- Performance Assessment of Outcome Measure       Revision of Measure
- Performance Assessment of Output Measure       Deletion of Measure
- Adjustment to GAA Performance Standard

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
2.8 months	4.0 months	1.2 months Over	42.9%

**Factors Accounting for the Difference:**

**Internal Factors (check all that apply)**

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (Identify)

**Explanation:**

**External Factors (check all that apply)**

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix the Problem
- Current Laws Are Working Against the Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:** The Department is requesting deletion of this measure. The Community Care for the Elderly (CCE) program was originally intended to serve elders who were not eligible for Medicaid as well as Medicaid-eligible individuals waiting to be enrolled in a Medicaid waiver program. Currently, the Statewide Medicaid Managed Care Long-term Care (SMMC LTC) program is only serving the most frail Medicaid-eligible individuals, resulting in less frail elders receiving CCE services for longer periods of time. The number of elders served under SMMC LTC is based on the availability of funds with priority given to those with the highest priority score (the most frail).

**Management Efforts to Address Differences/Problems (check all that apply)**

- Training
- Personnel

- Technology
- Other (Identify)

**Recommendations:** The Department is requesting the deletion of this measure and for it to be replaced with a new measure: “Percentage of individuals new to the Aging Network who are put on the waitlist within one (1) business day of being screened.”

## LRPP EXHIBIT III: PERFORMANCE MEASUREMENT ASSESSMENT

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Number of elders served (meals, nutrition education, and nutrition counseling)

**Action:**

- Performance Assessment of Outcome Measure       Revision of Measure  
 Performance Assessment of Output Measure       Deletion of Measure  
 Adjustment to GAA Performance Standard

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
81,903	75,946	5,957 Under	7.3%

**Factors Accounting for the Difference:**

**Internal Factors (check all that apply)**

- Personnel Factors       Staff Capacity  
 Competing Priorities       Level of Training  
 Previous Estimate Incorrect       Other (Identify)

**Explanation:**

**External Factors (check all that apply)**

- Resources Unavailable       Technological Problems  
 Legal/Legislative Change       Natural Disaster  
 Target Population Change       Other (Identify) Programmatic decisions  
 This Program/Service Cannot Fix the Problem  
 Current Laws Are Working Against the Agency Mission

**Explanation:** This measure includes all programs that offer nutritional services. Despite the termination of one of the main funding sources for this output measure during the 2013-14 reporting period (U.S. Department of Agriculture Supplemental Nutrition Assistance Program grant), performance continues to increase each year.

**Management Efforts to Address Differences/Problems (check all that apply)**

- Training       Technology  
 Personnel       Other (Identify)

**Recommendations:** No adjustment to the standard is requested at this time.

## LRPP EXHIBIT III: PERFORMANCE MEASUREMENT ASSESSMENT

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Number of elders served (home and community services diversions)

**Action:**

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment to GAA Performance Standard
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
51,272	42,966	8,306 Under	16.2%

**Factors Accounting for the Difference:**

**Internal Factors (check all that apply)**

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (Identify)

**Explanation:**

**External Factors (check all that apply)**

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix the Problem
- Current Laws Are Working Against the Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:** This measure, when originally developed, included elders served in the Aged and Disabled Adult (ADA) Medicaid Waiver (including the Consumer Direct Care Plus (CDC+) option), the Channeling Waiver, the Long-term Care Community Diversion Pilot Project (also referred to as Nursing Home Diversion or NHD), and in the Community Care for the Elderly program. The SMMC LTC Program, implemented at the direction of the Florida Legislature, was developed in 2011. The legislation required that the Aged and Disabled Adult Medicaid Waiver and its Consumer Direct Care Plus option, the Channeling Waiver, and the Long-term Care Community Diversion Pilot Project (also referred to as Nursing Home Diversion or NHD), included in the Home and Community Services Diversions activity, be terminated upon the successful implementation of SMMC LTC.

Management Efforts to Address Differences/Problems (check all that apply)

- Training
- Personnel

- Technology
- Other (Identify)

**Recommendations:** As the only program remaining in this activity is Community Care for the Elderly, the Department is requesting the deletion of this measure.

## LRPP EXHIBIT III: PERFORMANCE MEASUREMENT ASSESSMENT

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Number of elders served (residential living support and elder housing issues)

**Action:**

- Performance Assessment of Outcome Measure      Revision of Measure  
 Performance Assessment of Output Measure      Deletion of Measure  
 Adjustment to GAA Performance Standard

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
3,997	Data are not available	Unable to report	Unable to report

**Factors Accounting for the Difference:**

**Internal Factors (check all that apply)**

- Personnel Factors      Staff Capacity  
 Competing Priorities      Level of Training  
 Previous Estimate Incorrect      Other (Identify)

**Explanation:**

**External Factors (check all that apply)**

- Resources Unavailable      Technological Problems  
 Legal/Legislative Change      Natural Disaster  
 Target Population Change      Other (Identify) Population Size  
 This Program/Service Cannot Fix the Problem  
 Current Laws Are Working Against the Agency Mission

**Explanation:** The Statewide Medicaid Managed Care Long-term Care (SMMC LTC) Program was implemented at the direction of the Florida Legislature in 2011. The legislation required that the Assisted Living Medicaid Waiver program, the only program included in the Residential Living Support and Elder Housing Issues activity, be terminated upon the successful implementation of SMMC LTC.

**Management Efforts to Address Differences/Problems (check all that apply)**

- Training      Technology  
 Personnel      Other (Identify)

**Recommendations:** The Department is requesting the deletion of the “Residential Living Support and Elder Housing Issues” activity and this associated measure. Because the only program in this activity ended on February 28, 2014, the Department can no longer report on this output measure.

### LRPP EXHIBIT III: PERFORMANCE MEASUREMENT ASSESSMENT

Department: Department of Elder Affairs  
 Program: Services to Elders  
 Service/Budget Entity: Home and Community Services  
 Measure: Number of elders served (long-term care initiatives)

**Action:**

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment to GAA Performance Standard
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
12,150	1,886	10,264 Under	84.5%

**Factors Accounting for the Difference:**

**Internal Factors (check all that apply)**

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (Identify)

**Explanation:**

**External Factors (check all that apply)**

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix the Problem
- Current Laws Are Working Against the Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:** The Department is requesting deletion of this measure because it includes only a subset of clients receiving home and community-based services.

**Management Efforts to Address Differences/Problems (check all that apply)**

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:** As a replacement, the Department is requesting addition of the measure: “Number of elders served with community-based long-term care services.”



### LRPP EXHIBIT III: PERFORMANCE MEASUREMENT ASSESSMENT

Department: Department of Elder Affairs  
 Program: Services to Elders  
 Service/Budget Entity: Home and Community Services  
 Measure: Number of elders served (supported community care)

**Action:**

- Performance Assessment of Outcome Measure
- Performance Assessment of Output Measure
- Adjustment to GAA Performance Standard
- Revision of Measure
- Deletion of Measure

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
56,631	39,734	16,897 Under	29.8%

**Factors Accounting for the Difference:**

**Internal Factors (check all that apply)**

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (Identify)

**Explanation:**

**External Factors (check all that apply)**

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix the Problem
- Current Laws Are Working Against the Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:** This measure includes the Older Americans Act (OAA) Title IIIB program. There has been a 27-percent decrease in Title IIIB expenditures since 2009. In comparison to the previous year, there was a decrease of over 13 percent in total persons served. For three key services in IIIB, personal care, homemaker, and transportation, the average cost per unit increased over the same one-year period, making these services more costly to provide.

**Management Efforts to Address Differences/Problems (check all that apply)**

- Training
- Personnel
- Technology
- Other (Identify)

**Recommendations:** The Department is requesting the deletion of the “Supported Community Care” measure. This measure only includes clients served under the OAA Title IIIB and the Local Services Program. Clients served under these programs are also included in other measures (Number of elders served with registered long-term care services and Number of elders served with community-based long-term care services). Having a measure that focuses only on clients served under two small programs does not seem warranted as services provided under these two programs do not differ in any meaningful way from other home and community-based programs.

## LRPP EXHIBIT III: PERFORMANCE MEASUREMENT ASSESSMENT

Department: Department of Elder Affairs  
 Program: Services to Elders  
 Service/Budget Entity: Consumer Advocate Services  
 Measure: Percent of complaint investigations initiated by the ombudsman within five (5) working days

### Action:

- Performance Assessment of Outcome Measure      Revision of Measure  
 Performance Assessment of Output Measure      Deletion of Measure  
 Adjustment to GAA Performance Standard

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
91%	Data are not available	Unable to report	Unable to report

### Factors Accounting for the Difference:

#### Internal Factors (check all that apply)

- Personnel Factors      Staff Capacity  
 Competing Priorities      Level of Training  
 Previous Estimate Incorrect      Other (Identify) Data are no longer available.

### Explanation:

#### External Factors (check all that apply)

- Resources Unavailable      Technological Problems  
 Legal/Legislative Change      Natural Disaster  
 Target Population Change      Other (Identify)  
 This Program/Service Cannot Fix the Problem  
 Current Laws Are Working Against the Agency Mission

**Explanation:** Due to a change in federal reporting requirements, which have been incorporated into the Florida Administrative Code (58L-1.007(1)(b) and (2)(a)), the Long-Term Care Ombudsman Program is no longer required to report on this measure as worded. Instead, the program is now required to report on the “Percent of investigations initiated by the ombudsman within seven (7) calendar days.”

#### Management Efforts to Address Differences/Problems (check all that apply)

- Training      Technology  
 Personnel      Other (Identify)

**Recommendations:** The Long-Term Care Ombudsman Program is requesting the revision of this measure to reflect language in the Florida Administrative Code: “Percent of investigations initiated by the ombudsman within seven (7) calendar days.”

### LRPP EXHIBIT III: PERFORMANCE MEASUREMENT ASSESSMENT

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Consumer Advocate Services  
**Measure:** Number of complaint investigations completed (Long-Term Care Ombudsman Council)

**Action:**

- Performance Assessment of Outcome Measure       Revision of Measure
- Performance Assessment of Output Measure       Deletion of Measure
- Adjustment to GAA Performance Standard

Approved GAA Standard	Actual Performance Results	Difference (Over/Under)	Percentage Difference
8,226	2,607	5,619 Under	68.3%

**Factors Accounting for the Difference:**

**Internal Factors (check all that apply)**

- Personnel Factors
- Competing Priorities
- Previous Estimate Incorrect
- Staff Capacity
- Level of Training
- Other (Identify)

**Explanation:** Many districts have increased the presence of Ombudsmen in facilities during annual assessments and quarterly visits. This may have contributed to a reduction in the number of concerns or complaints created. In addition, staff changes, training challenges, and vacancy issues throughout the Long-Term Care Ombudsman Program (LTCOP) (Field and Central Offices) were significant factors contributing to the number of investigations completed during FY 2016-2017.

**External Factors (check all that apply)**

- Resources Unavailable
- Legal/Legislative Change
- Target Population Change
- This Program/Service Cannot Fix the Problem
- Current Laws Are Working Against the Agency Mission
- Technological Problems
- Natural Disaster
- Other (Identify)

**Explanation:** Due to a change in federal reporting requirements, which has been incorporated into the Florida Administrative Code (58L-1.007(2)(d), F.A.C.), LTCOP is now required to report on the “Percent of complaint investigations completed within 90 calendar days.”

**Management Efforts to Address Differences/Problems (check all that apply)**

- Training
- Personnel

- Technology
- Other (Identify)

**Recommendations:** The Long-Term Care Ombudsman Program is requesting the deletion of this output measure and replacement with the outcome measure language in the Florida Administrative Code: “Percent of complaint investigations completed within 90 calendar days.”

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Comprehensive Eligibility Services  
Measure: Percent of elders determined by CARES to be eligible for nursing home placement who are diverted

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**NOTE:** The Department is requesting a deletion of this measure. With the implementation of the Statewide Medicaid Managed Care Long-term Care (SMMC LTC) Program as of March 1, 2014, CARES will no longer be responsible for diverting elders who are eligible for nursing home placement to a home or community-based setting. Under SMMC LTC, it is the managed care plans' responsibility to determine the most appropriate setting for a client. Therefore, data for this measure will no longer be available.

The Data Sources and Methodology, Validity, and Reliability listed below were applicable to this measure last used in the Long-Range Program Plan for fiscal years 2014-15 through 2018-19.

**Data Sources and Methodology:** The data source for this measure is CIRT (Client Information and Registration Tracking System), which is maintained by DOEA.

This measure is calculated by determining the percentage of clients each fiscal year CARES diverts to a home or community-based setting. People applying for a Medicaid waiver\* who had previously been assessed by case management agencies are not included in this measure. Medicaid waiver applicants who were initiated and assessed by CARES are included.

The CARES offices track each individual assessed, with the recommendation made by the CARES Program. A follow-up call is conducted to discover whether the individual went to the nursing home or remained in the community.

**Validity:** The validity of this measure is determined through staff analysis of the pertinence and relevance of the data and results of current data reports compared to expectations based on historical results. Performance under this measure is affected by the availability of home or community-based program services for people whom CARES diverts from nursing home placement. If adequate services are not available in the community, then the person may have no other option than the nursing home. The availability of home or community options is contingent upon federal, state, and local funding for these services and the demand for the services by an aging population.

**Reliability:** Reliability is determined through analysis of CARES Program data over time.

This measure has been found to have longitudinal and cross-sectional reliability. The performance measure data are internet-based and consistently collected by the CARES Program. Staff at DOEA main office can run a statewide report at any time. The CARES Program monitors data to ensure data accuracy.

\* Florida completed the implementation of the SMMC LTC Program with client enrollments in the last areas of the state as of March 1, 2014. Effective February 28, 2014, the following Medicaid waivers were terminated: Aged and Disabled Adult Medicaid Waiver, Consumer Directed Care Plus, Assisted Living Medicaid Waiver, Channeling Waiver, and Long-term Care Community Diversion Pilot Project (also referred to as Nursing Home Diversion or NHD). The Program for All-Inclusive Care for the Elderly (PACE) is the only Medicaid program serving the elderly that continues to be administered by DOEA.



## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Comprehensive Eligibility Services  
Measure: Number of CARES assessments

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is CIRTS.

CARES is the nursing home pre-admission screening program. The assessments conducted by CARES are part of the process to assist elders and individuals with disabilities in receiving appropriate services through Florida Medicaid. The total number of assessments includes all assessments conducted and reviewed by CARES staff for individuals seeking nursing home placement or entry into the Statewide Medicaid Managed Care Long-term Care (SMMC LTC) Program or the Program for All-Inclusive Care for the Elderly (PACE) during the fiscal year.

**Validity:** CARES staff identify individuals' long-term care needs, determine the level of care required to meet those needs, and, if appropriate, suggest less restrictive alternatives. These activities allow elders and adults with disabilities to live safely at home or in a community setting rather than in a nursing home, helping to eliminate inappropriate institutionalization. Long-term care services are then provided in accordance with personal choice and in a manner that achieves or maintains autonomy and prevents, reduces, or eliminates dependency (Section 430.03(10) and (14), Florida Statutes).

**Reliability:** CARES staff has used the CIRTS application to capture assessment data for more than 12 years. DOEA policy requires the completion of assessments within specified timeframes and staff must notify their supervisor and provide documentation in CIRTS case notes when predetermined time standards are not met. Assessments entered in CIRTS cannot be deleted without approval by a supervisor and a history of every change made to assessment data input by CARES staff is maintained in the database.

CARES supervisors, on a monthly basis, use CIRTS screens and online reports to verify the number, accuracy, and timeliness of assessments entered into CIRTS. In addition, designated monitoring staff at DOEA complete an analysis of CIRTS data to determine compliance with performance measures. Any discrepancies are forwarded to the CARES Registered Nurse Consultant who reviews CARES data entries and case notes to determine whether remediation is required.

Online reports are available that show the number of assessments conducted and the number of assessments that are overdue, which are run at multiple times for previous periods. The trend line in the total number of assessments from year to year demonstrates the methods used to collect the data are sensitive and reliable enough to detect historical changes that have taken place.

With the implementation of the SMMC LTC in 2013 and 2014, the number of on-site assessments conducted is expected to increase as new populations, such as individuals with developmental disabilities, require a CARES assessment in order to enroll. As the methods of data collection have shown to be sensitive and reliable in detecting past historical changes, the point-in-time estimates occurring within the interval of transition from waiver to SMMC LTC are expected to illustrate this anticipated increase in the number of CARES assessments.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Comprehensive Eligibility Services  
Measure: Number of days for determination of medical eligibility (CARES)

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is CIRT S.

This measure is calculated by identifying the number of days between the receipt by CARES (Comprehensive Assessment and Review for Long-term Care Services) of the forms completed by the applicant's physician demonstrating the need for nursing facility care to the date the level of care (medical eligibility for Medicaid services) is determined.

Under the new Statewide Medicaid Managed Care Long-term Care (SMMC LTC) Program, CARES is responsible for completing the initial comprehensive assessment and for determining the medical eligibility of applicants for SMMC LTC services. According to the 2008 interagency agreement DOEA has with the Agency for Health Care Administration (AHCA), each determination of medical eligibility must be completed within 15 workdays of receipt of the staffing information, with the exception of determinations defined in Section 430.705 (5), Florida Statutes, as "Medicaid Pending," which must be completed within 22 days. Florida has taken steps to shorten the time needed to determine medical eligibility. Florida has developed a single point of entry system to centralize and streamline access to elder care services and the Florida Legislature authorized a Medicaid Pending status for clients under which providers can begin serving clients who meet medical criteria, even if financial eligibility has not yet been determined.

**Validity:** This is an appropriate measure of output for the CARES Program, which receives federal funding to ensure that individuals applying for Medicaid nursing home care and SMMC LTC home and community-based services meet the appropriate criteria.

**Reliability:** CARES staff has used CIRT S to report and track client information for more than 12 years. CARES supervisors, on a monthly basis, use CIRT S screens and online reports to verify the number, accuracy, and timeliness of assessments input into CIRT S. In addition, designated monitoring staff at DOEA complete an analysis of CIRT S data to determine compliance with performance measures. Any discrepancies are forwarded to the CARES Registered Nurse Consultant who reviews CARES data entries and case notes to determine whether remediation is required.

Online reports are available that show detailed summaries of client cases and reliability is determined through analyzing the consistency of CARES Program data over time. An analysis of the consistency of this measure is currently underway, with state fiscal year 2013-2014 as the base-line year and a standard of 12 days.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Comprehensive Eligibility Services  
Measure: Percentage of individuals new to the Aging Network who are put on the waitlist within one (1) business day of being screened

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is CIRTSS.

This measure identifies the percentage of individuals new to the Aging Network who are put on the Statewide Medicaid Managed Care Long-term Care (SMMC LTC) program waitlist within one business day of being screened. The indicator is measured by obtaining a count of individuals who had not been previously screened or enrolled in a program in the preceding six years and were put on the SMMC LTC waitlist during the reporting period, and a subsequent count of those individuals who were put on the SMMC LTC waitlist within one business day of being screened. The percentage is then calculated.

**Validity:** Identifying the percentage of individuals new to the aging network who are put on the waitlist within one business day of being screened underscores the Department's efforts to assist elders to secure needed services in a manner that achieves or maintains autonomy and prevents, reduces, or eliminates dependency. It also highlights the Department's efforts to eliminate and prevent inappropriate institutionalization of elders (Section 430.03(10) and (14), Florida Statutes).

**Reliability:** CIRTSS was chosen as a primary data source because it is the most complete source of participant data across programs and because it can create unduplicated counts. CIRTSS is used statewide to identify the clients on the SMMC LTC waitlist as well as those who received General Revenue and OAA-funded services. Contracts with the AAAs require timely and accurate entry of service provision in CIRTSS. The *Programs and Services Handbook*, available to the AAAs and the case managers with whom they contract, provides directions for AAAs on enrolling clients in CIRTSS. AAA staff review monthly CIRTSS reports to verify the accuracy of client and service data in CIRTSS before approving any request for payment. They also conduct data entry error reviews and submit reports to DOEA to ensure that error rates are not exceeding one percent as well as complete comparative analyses on a random sampling of client files to verify CIRTSS accuracy. In addition, the Department's annual monitoring activities include a review of CIRTSS for data accuracy.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Percent of most frail elders who remain at home or in the community instead of going to a nursing home

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is CIRTS and the Florida Medicaid Management Information System (FMMIS) maintained by the Agency for Health Care Administration (AHCA).

This measure identifies the percentage of the most frail elders who remain at home or in the community instead of going to a nursing home. The indicator is measured by obtaining a count of clients who are the most frail – the top quintile of nursing home risk score – and were actively enrolled in a General Revenue or Older Americans Act program(s) at the beginning of the fiscal year, and a subsequent count of those clients who had a nursing home stay within the following year. The percentage is then calculated.

**Validity:** Identifying the percentage of most frail elders who remain at home or in the community instead of going to a nursing home underscores the Departments efforts of assisting elders to secure needed services with personal choice and in a manner that achieves and maintains autonomy and prevents, reduces, or eliminates dependency, as well as eliminating and preventing inappropriate institutionalization of elders by promoting community-based care, home-based care, or other forms of less intensive care (Section 430.03(10) and (14), Florida Statutes).

**Reliability:** CIRTS is used statewide to identify the clients who received General Revenue and OAA-funded services, along with the date on which they received the services, the quantity of services, and the cost. Contracts with the AAAs require timely and accurate entry of service provision in CIRTS. The *Programs and Services Handbook*, available to the AAAs and the case managers with whom they contract, provides directions for the AAAs on enrolling clients in CIRTS.

AAAs review monthly CIRTS reports to verify the accuracy of client and service data in CIRTS before approving any requests for payment. AAAs also conduct data entry error reviews and submit reports to DOEA to ensure that error rates are not exceeding one percent. They also complete comparative analyses on a random sampling of client files to verify CIRTS accuracy. In

addition, the Department's annual monitoring activities include a review of CIRTIS for data accuracy.

Individuals who had a nursing home stay of 30 or more consecutive days in the fiscal year are identified by CIRTIS termination codes, fee-for-service Medicaid claims, and SMMC LTC roster data. CIRTIS uses a specific termination code to identify clients that terminated home and community-based services due to entry into a nursing home.

FMMIS is used to enroll Medicaid providers, process Medicaid claims, adjudicate Medicaid claims, accept and process encounter claims for data collection, and pay Medicaid providers. FMMIS is also used to obtain information about Medicaid waiver clients who received home and community-based services. The Agency for Health Care Administration uses various monitoring procedures to maintain the integrity of recipient data in FMMIS. DOEA staff also monitor the accuracy of data reported in FMMIS for these individuals.

This measure is calculated after the close of the State Fiscal Year with sufficient time for data entry into CIRTIS to be completed. All changes made to CIRTIS assessment and services data are tracked and any changes made can be identified. CIRTIS and FMMIS are the best sources of data for General Revenue, Older Americans Act, and Statewide Medicaid Managed Care Long-term Care programs.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Percentage of Adult Protective Services referrals who are in need of immediate services to prevent further harm who are served within 72 hours

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data sources for this measure are the Adult Protective Services Referral Tracking Tool (ARTT) and CIRTS. Reported victims of abuse, neglect, and exploitation, who are referred by the Department of Children and Families' Adult Protective Services (APS) and are in need of home and community-based services are tracked in the ARTT. The home and community-based services provided to these individuals are recorded in CIRTS.

This measure focuses on victims reported to have been abused, neglected, or exploited who are in need of immediate protection to prevent further harm, which can be accomplished completely or in part through the provision of home and community-based services. Clients are tracked to determine when services were received.

**Validity:** Identifying the percentage of APS referrals who receive services within 72 hours underscores the Department's efforts to promote the tertiary prevention of neglect, abuse, or exploitation of elders unable to protect their own interest (Section 430.03(13), Florida Statutes). Referral data entered into the ARTT by APS are reviewed by the Community Care for the Elderly lead agency receiving the referral, along with the information packet received from APS via fax. Services provided to individuals referred by APS are recorded in CIRTS and include the date the service was provided. If an individual cannot be served, providers are required to indicate the reason in CIRTS.

**Reliability:** This measure is reliable because the method of counting the number of people referred and served is consistently applied and viewable via an online report. The Department has developed online reports that allow this measure to be tracked at any time statewide or by Planning and Service Area to determine whether services are being provided within the 72-hour time frame. Department and Area Agency on Aging (AAA) staff review specific documentation to ensure the accuracy of ARTT and CIRTS data. The documentation reviewed includes data entered into ARTT and CIRTS, client files, care plans, and provider records. These records indicate whether clients who were referred from APS were assessed, whether appropriate services were delivered within 72 hours of receipt of the referral, and whether follow-up contact was made within 14 days to verify receipt of services.



Contracts with the AAAs require timely and accurate entry of service provision in CIRTS. AAAs review monthly CIRTS reports to verify the accuracy of client and service data in CIRTS before approving any requests for payment. AAAs also conduct data entry error reviews and submit reports to DOEA to ensure that error rates are not exceeding one percent as well as complete comparative analyses on a random sampling of client files to verify CIRTS accuracy. In addition, the Department's annual monitoring activities include a review of CIRTS for data accuracy.

Training is also required for users of the ARTT. In addition, referrals entered into the ARTT require the approval/signature of a DCF supervisor and referrals cannot be deleted. All changes made to services reported in CIRTS are tracked and changes to any records pertaining to APS referrals can be identified.

Reliability is also determined by analyzing the consistency of findings over time. From 2009 to 2016, the percent of APS referrals who are in need of immediate services to prevent further harm who are served within 72 hours has remained constant between 98-100 percent.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Average monthly savings per consumer for home and community-based care versus nursing home care for comparable consumer groups

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

NOTE: Though there are savings associated with the provision of home and community-based services due to their ability to delay and prevent nursing home placement, the Department is requesting the deletion of this measure because the actual savings cannot be accurately measured. Individuals entering a nursing home under Medicaid may be enrolled in the Statewide Medicaid Managed Care Long-term Care Program (SMMC LTC), which began operating March 1, 2014. Rate setting and contract administration responsibilities for SMMC LTC are maintained by the Agency for Health Care Administration (AHCA), Florida's Medicaid agency. SMMC LTC uses a capitated payment model calculated each year based on the number of clients being served in the community and the number of clients being served in nursing homes. Rates are set based on these censuses for each provider in each region. Identifying the cost to serve individuals that transition into nursing homes under SMMC LTC cannot be determined because we do not know which providers the clients will select. Moreover, AHCA may apply rate adjustments after services are rendered. Estimating costs is complicated by the fact that individuals may enter a nursing home without enrolling in SMMC LTC, whereby a fee-for-service payment model is used.

The Data Sources and Methodology, Validity, and Reliability listed below were applicable to this measure last used in the Long-Range Program Plan for fiscal years 2014-15 through 2018-19.

**Data Sources and Methodology:** The data sources for this measure are CIRTS and the Florida Medicaid Management Information System (FMMIS), which is maintained by the Agency for Health Care Administration.

This measure is computed using Medicaid waiver\* participation and cost data from FMMIS and HCBS participation and assessment data from CIRTS. HCBS expenditure data are based on contractual amounts.

This measure is computed by determining the total cost of home and community-based services for the state fiscal year. This cost is divided by the number of case months of care received to determine a per-person-per-month estimate. The number of case months is then multiplied by

clients' average risk score (a number between 0 and 100 percent that represents the likelihood of clients entering a nursing home), resulting in a number representing the number of nursing home case months avoided. The savings (cost of avoided nursing home care) is calculated by subtracting the cost to serve clients for these "avoided" case months in the community from the cost to serve these clients in a nursing home. Dividing the savings by the total number of case months of care results in the average monthly savings per client.

Not all clients would be placed in a nursing home if they had not received HCBS. A "risk score" is calculated from the assessment, which reflects the likelihood of being placed in a nursing home. This performance measure uses a weighted risk score as a proxy for the percentage of HCBS case months that would have been spent in a nursing home if those HCBS were not available.

**Validity:** The methods employed use original claims and operational databases as a primary source for this measure. There is no more accurate source for Medicaid participation and expenditures than FMMIS. FMMIS is used to enroll Medicaid providers, process Medicaid claims, adjudicate Medicaid claims, accept and process encounter claims for data collection, and reimburse Medicaid providers. CIRTS is the operational database that defines participation in DOEA programs. CIRTS is the most valid source for DOEA program participation data. Contracts with the AAAs require timely and accurate entry of service usage in CIRTS. Payment to the AAAs for services invoiced are required to match the service data recorded in CIRTS. The Department's annual monitoring activities include a review of CIRTS for data accuracy. A complete census of all program participation is used; there is no sampling or estimation.

**Reliability:** Reliability was determined through comparison to other cost analyses that have been conducted nationally in relation to long-term care services. This measure is calculated after the close of the state fiscal year with sufficient time for data entry into CIRTS to be completed. Data for Medicaid programs are available from FMMIS when services are provided. Savings estimates have been consistent year-to-year.

\* Florida completed the implementation of the Statewide Medicaid Managed Care Long-term Care Program with client enrollments in the last areas of the state as of March 1, 2014. Effective February 28, 2014, the following Medicaid waivers were terminated: Aged and Disabled Adult Medicaid Waiver, Consumer Directed Care Plus, Assisted Living Medicaid Waiver, Channeling Waiver, and Long-term Care Community Diversion Pilot Project (also referred to as Nursing Home Diversion or NHD). The Program for All-Inclusive Care for the Elderly (PACE) is the only Medicaid program serving the elderly that continues to be administered by DOEA.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Percent of elders assessed with high or moderate risk environments who improved their environment score

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is CIRTS.

This measure reports the percentage of elders with high or moderate risk environments whose environment became safer when reassessed.

This measure is based on responses to the Residential Living Environment section of the 701B Comprehensive Assessment, which is administered to all elders receiving case managed services. This measure represents the case manager's (CM) clinical judgment of risk in the client's home environment. Each CM is instructed to combine observation, direct questioning, and professional judgment when evaluating an individual's environment and identifying their risk level. CMs are required to evaluate the environment risk level based on the description that best illustrates the client's physical environment: no risk, minor risk, moderate risk, or high risk. This measure compares the client's prior moderate or high-risk environment score with the reassessed risk score to determine if the client's residential environment became safer when reassessed.

**Validity:** Recognizing the percentage of elders assessed with high or moderate risk environments who improved their environment score underscores the Department's efforts to assist elders in securing needed services in a manner that achieves or maintains autonomy and prevents, reduces, or eliminates dependency. This measure also highlights the Department's efforts to promote the maintenance and improvement of physical well-being and mental health of elders (Section 430.03(10) and (11), Florida Statutes).

The Department released a revised 701B Comprehensive Assessment in July 2013. Prior to the release, the Department convened subject matter workgroups to identify needed changes to the assessment to improve its validity and reliability. Experts in the field of elder and caregiver services and support recommended the wording now used for determining the level of risk in a client's residential environment. The 701B Comprehensive Assessment also includes a description of each environmental risk category to aid the assessor in identifying the appropriate risk level.

**Reliability:** When the new 701B Comprehensive Assessment was released in mid-July 2013, the Department initiated an accompanying comprehensive online training and certification requirement, which works to minimize inter-rater differences by ensuring consistent training for all assessors and case managers administering the 701B. The assessor or case manager must score at least 90 percent on a test on use of the assessment tool given at the end of the training.

Instructions on how to complete the assessment form (701D) are available on the Department's website, which includes directions for completing the environmental questions. CMs are trained to indicate on the assessment form the specific areas where there are potential safety or accessibility problems. Along with marking environment hazards on a list provided in the assessments, CMs are instructed to write in any other observations that do not appear on the list and to provide specifics about the problems and areas in need of attention. CMs also indicate the immediacy of the need based on the danger to the individual, indicate their, as well as the individual's, concerns, and record any ideas they may have for fixing the environment problem. All noted problems and concerns are required to be recorded in the client's care plan as well.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Percent of new service recipients with high-risk nutrition scores whose nutritional status improved

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**NOTE:** The Department is requesting deletion of this measure. In its place, the Department is requesting the following new measure: “Percentage of active clients eating two or more meals per day.” The current nutrition score is based on the assessment of client conditions (as recorded on the 701B Comprehensive Assessment) that are in part not affected or improved with the provision of home and community-based services. These questions include the following: “Do you take three or more prescribed or over-the-counter medications a day?” and “Do you have any problems that make it hard for you to chew or swallow?” The Department’s services can affect client performance on the requested new measure.

The Data Sources and Methodology, Validity, and Reliability listed below were applicable to this measure last used in the Long-Range Program Plan for fiscal years 2014-15 through 2018-19.

**Data Sources and Methodology:** The data source for this measure is CIRTS.

This measure is based on client responses to the Nutrition section of the 701A Condensed Assessment, 701B Comprehensive Assessment, and 701C Congregate Meals Assessment. This measure is the percentage of new clients who have maintained or improved their nutrition status score when reassessed one year later.

The nutrition status score ranges from 0 to 21. The risk breakout for scores is as follows: low risk 0-2, medium risk 3-5, and high risk 5.5-21. The score from the reassessed year is compared to the initial assessment. The measure is based on how many of the clients assessed in year one who were high risk had some improvement in their score when reassessed.

**Validity:** This is a valid measure of nutrition status based on a scale developed for the federal Administration on Aging. This scale has been tested for validity and is used in all 50 states for Older Americans Act programs. This nutrition status scale, though, includes items that extend beyond the scope of DOEA programs including the person’s use of alcohol, prescription drugs, medical conditions, and funds to purchase food.

**Reliability:** The nutrition scoring questions were developed as part of the Nutritional Risk Initiative.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Percentage of active clients eating two or more meals per day

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is CIRTS.

This measure is based on client responses to the Nutrition section of the 701A, 701B, and 701C assessment forms. This measure is the percentage of clients who indicated in their assessment that they are eating two or more meals a day.

**Validity:** Not eating at least two meals a day is a warning sign for poor nutritional health. Recognizing the percentage of active clients who are eating two or more meals per day underscores the Department's efforts to promote the maintenance and improvement of the physical well-being and mental health of elders (Section 430.03(11), Florida Statutes).

This measure is also included in the DETERMINE screening tool, a validated scale developed as part of the Nutritional Risk Initiative for the U.S. Administration on Aging. The Nutritional Risk Initiative was developed in order to address the prevalence of malnutrition among older adults. The DETERMINE tool is based on the following warning signs for poor nutrition: disease, eating poorly, tooth loss/mouth pain, economic hardship, reduced social contact, multiple medicines, involuntary weight loss/gain, needs assistance in self-care, and age above 80. The scale has been tested for validity and reliability and is used in all 50 states in Older Americans Act-funded nutrition programs.<sup>34</sup>

**Reliability:** When the new 701B Comprehensive Assessment was released in mid-July 2013, the Department initiated an accompanying comprehensive online training and certification requirement, which works to minimize inter-rater differences by ensuring consistent training for all assessors and case managers administering the 701B. The assessor or case manager must score at least a 90 percent on the test on use of the assessment tool given at the end of the training. Instructions on how to complete the assessment form (701D) are also available on the Department's website, which includes directions for completing the nutrition questions.

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<sup>34</sup> Fanelli Kuczmariski, M. T., & Cooney, T. M. (2001). Assessing the Validity of the DETERMINE Checklist in a Short-Term Longitudinal Study. *Journal of Nutrition for the Elderly*, 20, 1-17.



## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Percent of new service recipients whose Activities of Daily Living (ADLs) assessment score has been maintained or improved

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is CIRTS.

This measure is based on client responses to the Activities of Daily Living section of the 701B Comprehensive Assessment, which is administered to all elders receiving case managed services. This measure is the percentage of new clients in home and community-based service programs who have maintained or improved their ADL score when re-assessed one year later.

The scoring range for ADLs is 0 to 24. The self-care tasks associated with ADLs include bathing, dressing, eating, toileting, transferring, and walking/mobility. This measure focuses on new clients only since the greatest opportunity to achieve and measure an impact on a person's functional status is when they are new to home and community-based service programs. Each ADL is assigned a score (0-4) based on the amount of assistance needed. The final ADL score is the sum of the scores assigned to each of the six ADLs.

**Validity:** Recognizing the percentage of clients who improve their functional status after service intervention underscores the Department's efforts to assist elders in a manner that achieves or maintains autonomy and prevents, reduces, or eliminates dependency. It also highlights the Department's efforts to promote the maintenance and improvement of the physical well-being and mental health of elders (Section 430.03(10) and (11), Florida Statutes).

Activities of daily living scales have been used in social service research for over 40 years (see the Katz Index of Independence) and ADL scores have been validated as a standard and appropriate way to measure an individual's functional abilities.

**Reliability:** When the new 701B Comprehensive Assessment was released in mid-July 2013, the Department initiated an accompanying comprehensive online training and certification requirement, which works to minimize inter-rater differences by ensuring consistent training for all case managers administering the 701B. The case manager must score at least 90 percent on the test on use of the assessment tool given at the end of the training. Instructions on how to complete the assessment form (701D) are also available on the Department's website, which

includes directions for completing the ADL questions. The *Programs and Services Handbook*, available to AAAs and the case managers with whom they contract, also provides directions for completing the ADL questions.

An analysis of this measure over time shows the instrument has longitudinal reliability. The percentage of clients who have improved their functional status after service intervention has varied less than five percent from year to year.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Percent of new service recipients whose Instrumental Activities of Daily Living (IADLs) assessment score has been maintained or improved

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is CIRTS.

This measure is based on client responses to the Instrumental Activities of Daily Living section of the 701B Comprehensive Assessment, which is administered to all elders receiving case managed services. This measure is the percentage of new clients in home and community-based service programs who have maintained or improved their IADL score when reassessed one year later.

The scoring range for IADLs is 0 to 32 for tasks including heavy chores, housekeeping, making telephone calls, managing money, preparing meals, shopping, taking medications, and transportation ability. This measure focuses on new clients only because the greatest opportunity to achieve and measure an impact on a person's functional status is when they are new to home and community-based service programs. Each IADL is assigned a score (0-4) based on the amount of assistance needed. The final IADL score is the sum of the scores assigned to each of the eight IADLs.

**Validity:** Recognizing the percentage of clients who improve their functional status after service intervention underscores the Department's efforts to assist elders in a manner that achieves or maintains autonomy and prevents, reduces or eliminates dependency. It also highlights the Department's efforts to promote the maintenance and improvement of the physical well-being and mental health of elders (Section 430.03(10) and (11), Florida Statutes).

Activities of daily living scales have been used in social service research for over 40 years (see the Lawton Instrumental Activities of Daily Living Scale) and IADL scores have been validated as a standard and appropriate way to measure an individual's functional abilities.

**Reliability:** When the new 701B Comprehensive Assessment was released in mid-July 2013, the Department initiated an accompanying comprehensive online training and certification requirement, which works to minimize inter-rater differences by ensuring consistent training for all case managers administering the 701B. The case manager must score at least 90 percent on

the test on use of the assessment tool given at the end of the training. Instructions on completing the assessment form (701D) are also available on the Department's website, which includes directions for completing the IADL questions. The *Programs and Services Handbook*, available to AAAs and the case managers with whom they contract, also provides directions for completing the IADL questions.

An analysis of the measure across time shows the instrument has longitudinal reliability. The percentage of clients who have improved their functional status after service intervention has varied less than five percent from year to year.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Percent of family and family assisted caregivers who self-report they are very likely to provide care

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**NOTE:** The Department is requesting deletion of this measure as the data will no longer be available. Following the revision of the 701B Comprehensive Assessment used to assess clients and caregivers, the question on which this outcome was based is no longer asked of caregivers. The new assessment instrument, implemented in mid-July 2013, was developed with the guidance of experts in the field of caregiver support and services, and, at their recommendation, the question on which this measure was based was removed. Instead, caregivers are now asked how confident they are that they will have the ability to continue to provide care, which is being proposed as a new caregiver outcome measure.

The Data Sources and Methodology, Validity, and Reliability listed below were applicable to this measure last used in the Long-Range Program Plan for fiscal years 2014-15 through 2018-19.

**Data Sources and Methodology:** The data source for this measure is CIRTS.

This measure is captured through the Caregiver section of the 701B Comprehensive Assessment. This assessment is administered to all elders and their caregivers. Each caregiver is asked to select a response to the question “How likely is it that you will continue providing care to the client?” The response options are “very likely,” “somewhat likely,” and “unlikely.” The measure will reflect the percentage of caregivers of participants in DOEA services who report they are “very likely” to continue providing care.

**Validity:** Validity is determined by review of data options available. This measure is based on tracking all caregivers and the percentage of those who said they are very likely to continue providing care.

The instrument is very appropriate for the measure. However, the response of the caregiver may be affected by numerous factors, some of which are outside of the Department’s control. The caregiver’s health may change suddenly, or the client’s condition may worsen. Both of these situations may be beyond the control of DOEA programs that primarily assist caregivers through services such as respite, adult day care, caregiver training, and case management. Services

received by clients, such as home-delivered meals or homemaking, all serve to primarily assist the client, but the caregiver also benefits.

**Reliability:** Reliability is determined through review of trend data and review of research on caregivers. The measure is reliable. Historical information shows that caregivers tend to be very dedicated and plan to continue providing care if it is at all possible.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: 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)

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

NOTE: The Department is requesting deletion of this measure as the data will no longer be available. Following the revision of the 701B Comprehensive Assessment used to assess clients and caregivers, the question on which this outcome was based is no longer asked of caregivers and assessors. The new assessment instrument, implemented in mid-July 2013, was developed with the guidance of experts in the field of caregiver support and services, and, at their recommendation, the question on which this measure was based was removed. Instead, caregivers are now asked how confident they are that they will have the ability to continue to provide care. This is being proposed as a new caregiver outcome measure. There is no longer a companion question of the assessor.

The Department is requesting to replace this measure with the following: “After service intervention, the percentage of caregivers who self-report being very confident about their ability to continue to provide care.”

The Data Sources and Methodology, Validity, and Reliability listed below were applicable to this measure last used in the Long-Range Program Plan for fiscal years 2014-15 through 2018-19.

**Data Sources and Methodology:** The data source for this measure is CIRTS.

This measure is captured through the Caregiver section of the 701B Comprehensive Assessment. This assessment is administered to all elders and their caregivers. Each assessor rates the caregiver on his/her ability to continue to provide care. The question is, “How likely is it that you will have the ability to continue to provide care?” The form includes a space for the caregiver self-rating and a space for the assessor’s opinion. The response options are “very likely,” “somewhat likely,” and “unlikely.” The total number of caregivers who indicated their ability to continue providing care is “likely” or “very likely” is compared to the total number of assessors who indicated that they thought the caregiver’s ability to continue providing care was “likely” or “very likely.” The lesser of the two numbers is selected.

The Department is revising the assessment instrument used to assess clients and caregivers. The revision to this measure is being driven by a change to the wording of the question that measures caregivers' confidence in their ability to continue to provide care.

**Validity:** To test the validity of the proposed measure, a pre/post type analysis of the caregiver's ability to continue to provide care, as measured by the assessor, was made. The data for the analysis was drawn from CIRTS assessment data. A total of 13,189 caregivers were assessed and re-assessed with approximately one year between assessments. To measure the effect of services on the caregivers' ability to continue providing care, we compared the opinions of the professional assessor and the caregiver at the initial assessment and at the yearly reassessment.

According to the rationale supporting the proposed measure, since the burden of providing care to a frail person erodes the caregiver's ability, the intervention (services provided) is effective if it sustains or improves over time the ability of the caregiver to continue providing care. Therefore, the percentage of caregivers whose scores remain or improve after intervention is a valid measure of success.

The instrument is very appropriate for the measure. A post-hoc statistical analysis of the relationship between the opinions of the professional assessor and the caregivers showed a very high degree of correlation between the caregivers' self-assessed ability to continue to provide care and the professional assessor's opinion. At initial assessment, caregivers were slightly more optimistic than professionals at assessing ability to continue to provide care, with 97.1 percent of caregivers thinking they had the ability to continue to provide care compared to the assessors at 96.0 percent. At follow up, the figures were 96.8 and 95.6 percent, respectively.

**Reliability:** Reliability is determined through analyzing the consistency of findings over time. The instrument has been used for several years with the data proving to be very consistent. The measure is very reliable. The high correlation between the self-assessment and the professional assessment is confirmed by the fact that 92.3 percent of the caregiver initial assessments coincided with the professional assessment. At follow up, the percentage of coincident assessments was 92.2 percent.



## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: After service intervention, the percentage of caregivers who self-report being very confident about their ability to continue to provide care

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is CIRTS.

This measure is based on a new question in the 701B Comprehensive Assessment, which is administered to all elders receiving case managed services. The question on the assessment instrument asks caregivers how confident they are that they will have the ability to continue to provide care. The response options are “very confident,” “somewhat confident,” and “not very confident.”

**Validity:** The Department released a revised 701B Comprehensive Assessment in July 2013. Prior to the release, the Department convened subject matter workgroups and experts in the field of caregiver support and services who recommended the wording now used for determining a caregiver’s ability to continue to provide care.

According to the rationale supporting the requested new measure, since the burden of providing care to a frail person erodes the caregiver’s ability to provide care, the intervention (services provided) is effective if it sustains or improves over time the ability of the caregiver to continue providing care. Recognizing the percentage of caregivers who self-report being confident about their ability to continue to provide care after service intervention highlights the Department’s efforts to aid in the support of families and other caregivers of elders (Section 430.03(15), Florida Statutes). Therefore, the percentage of caregivers whose scores remain or improve after intervention is a valid measure of success.

**Reliability:** When the new 701B Comprehensive Assessment was released in mid-July 2013, the Department initiated an accompanying comprehensive online training and certification requirement, which works to minimize inter-rater differences by ensuring consistent training for all case managers administering the 701B. The case manager must score at least 90 percent on the test on use of the assessment tool given at the end of the training. Instructions on completing the assessment form (701D) are also available on the Department’s website, which includes directions for completing the caregiver questions.

The Department recently conducted detailed analyses of the assessment responses from the revised instrument. This included analyzing the set of questions used to assess the level of difficulty caregivers are having in different aspects of their lives as a result of caring for a family member or friend. Results show that all caregiver questions are reliable and consistent in determining the level of difficulty a caregiver is feeling in different aspects of his or her life. A Cronbach's alpha of 0.861 indicated a good level of internal consistency. Because these questions held strong internal consistency and reliability amongst each other, they can be used in a scale form to compare the connection of a caregiver's level of difficulty to other question within the Caregiver section of the assessment, including how the caregiver rates his or her ability to continue to provide care. For example, caregivers who have more difficulty in overall aspects of their lives will tend to have lower levels of confidence in continuing to care for their client.

Analysis of findings from the revised assessment instrument show that caregivers who did not feel very confident in continuing to provide care were the most likely to have a lot of difficulty in different aspect of their lives. In contrast, caregivers who reported being very confident that they can continue care represent over 90 percent of caregivers who were found to have "No Difficulty" in certain aspects of their lives.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Average time in the Community Care for the Elderly Program for Medicaid waiver-probable customers

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**NOTE:** The Department is requesting deletion of this measure. The Community Care for the Elderly (CCE) program was originally intended to serve elders who were not eligible for Medicaid as well as Medicaid-eligible individuals waiting to be enrolled in a Medicaid waiver program. Currently, the Statewide Medicaid Managed Care Long-term Care (SMMC LTC) program is only serving the most frail Medicaid-eligible individuals, resulting in less frail elders receiving CCE services for longer periods of time. The number of elders served under SMMC LTC is based on the availability of funds with priority given to those with the highest priority score (the most frail).

**Data Sources and Methodology:** The data source for this measure is CIRTS.

Program participants who are likely to be financially and medically eligible for Statewide Medicaid Managed Care Long-term Care (SMMC LTC) services have minimal income and assets and limitations in two or more Activities of Daily Living (ADLs). The Demographic section of the 701B Comprehensive Assessment collects client self-reported income and asset information. The assessment also includes a domain on ADLs, where limitations in ADLs are noted and entered into the CIRTS database.

CIRTS reports are generated to determine the average length of time that clients, who are likely SMMC LTC eligible, are actively enrolled in the state general revenue funded Community Care for the Elderly (CCE).

**Validity:** This measure assesses the optimal use of CCE resources. Recognizing the average time Medicaid waiver-probable clients spend in the CCE program underscores the Department's efforts to oversee the use of state funded programs for the state's elder population (Section 430.03(7), Florida Statutes). Reducing the number of clients served under CCE who could otherwise be served in SMMC LTC (which is funded in part with federal dollars) would allow more CCE program dollars to be used to serve individuals who do not qualify for Medicaid. SMMC LTC was also designed to make available to its enrollees a more expansive set of services.

ADL limitations are a good proxy for the nursing home level of care required for Medicaid waiver eligibility, and self-declared income and assets are the best estimate of financial eligibility available. Clients may provide the estimated value of their assets or select from one of three asset categories. Eligibility for CCE services is not based on income or assets. Though clients are asked for their monthly income and total assets upon enrollment into the CCE program and again every year they remain enrolled, clients are allowed to refuse to provide this information.

**Reliability:** Contracts with the AAAs require timely and accurate entry of program enrollment data in CIRTS. AAAs review monthly CIRTS reports to verify the accuracy of client and service data in CIRTS before approving any requests for payment. AAAs also conduct data entry error reviews and submit reports to DOEA to ensure that error rates are not exceeding one percent as well as complete comparative analyses on a random sampling of client files to verify CIRTS accuracy. In addition, the Department's annual monitoring activities include a review of CIRTS for data accuracy.

The *Programs and Services Handbook*, available to AAAs and the case managers with whom they contract, provides directions for the AAAs to enroll CCE clients in CIRTS.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Percent of customers who are at imminent risk of nursing home placement who are served with community-based services

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data sources for this measure are CIRTS and FMMIS.

This measure is the percentage of all individuals determined to be at imminent risk of nursing home placement who are served in home and community-based programs. Individuals are determined to be at imminent risk of nursing home placement if they are residing in the community and their mental or physical health condition has deteriorated to the degree that self-care is not possible, there is no capable caregiver, and nursing home placement is likely within a month or very likely within three months. In designating an individual imminent risk, the case manager must document in the client file how the client's situation meets these criteria.

The indicator is measured by obtaining a count of all individuals who were identified at the time of assessment to be at imminent risk of nursing home placement and a count of all who subsequently receive home and community-based services. The percentage is then calculated.

**Validity:** Individuals identified as being at imminent risk of nursing home placement have been shown to enter a nursing home, if not served, at a higher rate than individuals not identified as such. Recognizing the percentage of individuals deemed as imminent risk who are receiving home and community-based services underscores the Department's efforts to assist elders in securing needed services in a manner that achieves or maintains autonomy and prevents, reduces, or eliminates dependency (Section 430.03(10), Florida Statutes).

**Reliability:** Imminent risk designations are only made by CARES staff and CCE lead agency certified case managers after completing a comprehensive assessment. Any client who the CARES assessor or case manager considers imminent risk must be reviewed and approved by a supervisor. This designation is only used when there is agreement that nursing home placement is very likely to occur if services are not provided.

CARES staff has used the CIRTS application to capture assessment data for more than 12 years. DOEA policy requires the completion of assessments within specified timeframes and staff must notify their supervisor and provide documentation in CIRTS case notes when predetermined

time standards are not met. Assessments entered in CIRTS cannot be deleted without approval by a supervisor and a history of every change made to assessment data input by CARES staff is maintained in the database.

CARES supervisors, on a monthly basis, use CIRTS screens and online reports to verify the number, accuracy, and timeliness of assessments entered into CIRTS. In addition, designated monitoring staff at DOEA complete an analysis of CIRTS data to determine compliance with performance measures. Any discrepancies are forwarded to the CARES Registered Nurse Consultant who reviews CARES data entries and case notes to determine whether remediation is required.

Contracts with the AAAs require timely and accurate entry of service provision in CIRTS. AAAs review monthly CIRTS reports to verify the accuracy of client and service data in CIRTS before approving any requests for payment. AAAs also conduct data entry error reviews and submit reports to DOEA to ensure that error rates are not exceeding one percent as well as complete comparative analyses on a random sampling of client files to verify CIRTS accuracy. Provider incentive to overstate services provided is mitigated by the AAAs monitoring, which includes checking whether services received match services planned by the case managers. In addition, the Department's annual monitoring activities also include a review of CIRTS for data accuracy.

FMMIS is used to obtain information about Medicaid waiver clients age 60 and older who receive home and community-based services. FMMIS, the Medicaid information system operated by a vendor under contract with the Agency for Health Care Administration, is used to enroll Medicaid providers, process Medicaid claims, adjudicate Medicaid claims, accept and process encounter claims for data collection, and reimburse Medicaid providers. DOEA staff also monitor the accuracy of data reported in FMMIS for these individuals.

This measure is calculated after the close of the state fiscal year with sufficient time for data entry into CIRTS to be completed. All changes made to CIRTS assessment and services data are tracked and any changes made can be identified. CIRTS and FMMIS are the best sources of data for General Revenue, Older Americans Act, Statewide Medicaid Managed Care Long-term Care, and PACE programs.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Percentage of clients surveyed who believe services help them remain in their home or in the community

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is the DOEA Client Satisfaction Survey, a 15-item survey the Department conducts of case-managed clients who are randomly selected from the Department’s largest programs.<sup>35</sup> The clients who are surveyed have been active in the program for at least three months and received services other than case management and meals within the last year. Before being surveyed, clients are informed that participation in the survey is optional and that their services will not be affected based on their participation. The number of completed surveys is determined to ensure a 90-percent confidence level.

Clients are contacted by telephone and are asked whether the services they receive help them stay in their home. If clients reside in an assisted living facility, they are asked if the services they receive help them avoid moving into a nursing home. This question uses a dichotomous “yes/no” scale to measure satisfaction. Clients are also allowed to answer “Don’t know.”

The indicator is measured by obtaining a count of all individuals who answered “yes” or “no” to the question “Do these services help you/the care recipient stay at home?” and a subsequent count of only those who answered “yes.” The percentage is then calculated.

**Validity:** The DOEA Client Satisfaction Survey was developed by individuals experienced with survey development and knowledge of the programs administered by the Department. The survey was developed after careful review of existing client satisfaction surveys such as the Consumer Assessment of Healthcare Providers and Systems, the Medicaid Home and Community-Based Services Experience Survey, and surveys developed by the Performance and Outcome Measures Project, the latter being a project funded by the Administration on Aging.

The DOEA Client Satisfaction Survey was designed to assess client satisfaction with the services they receive and the impact of the services on their lives. Recognizing the percentage of clients who believe the services they receive help them remain in their home or in the community

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<sup>35</sup> Data for this measure is based on case-managed clients who are randomly selected from the Community Care for the Elderly (CCE) and Alzheimer’s Disease Initiative (ADI) programs.

underscores the Department's efforts to assist elders in securing needed services in a manner that achieves or maintains autonomy and prevents, reduces, or eliminates dependency (Section 430.03(10), Florida Statutes).

**Reliability:** The DOEA Client Satisfaction Survey is a highly reliable instrument with an internal consistency of .87 as determined by Cronbach's Alpha. From 2012 to 2015, the percent of clients who believe services helped them remain in their home or in the community has remained constant between 97-98 percent.



## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Percentage of clients surveyed who are satisfied with the services they receive

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is the DOEA Client Satisfaction Survey, a 15-item survey the Department conducts of case-managed clients who are randomly selected from the Department’s largest programs.<sup>36</sup> The clients who are surveyed have been active in the program for at least three months and received services other than case management and meals within the last year. Before being surveyed, clients are informed that participation in the survey is optional and that their services will not be affected based on their participation. The number of completed surveys is determined to ensure a 90-percent confidence level.

Clients are contacted by telephone and are asked a number of questions about their satisfaction with the services they received. The last question – “Overall, how satisfied are you with the services you receive?” – is the question used for this measure. The response options are “very satisfied,” “satisfied,” “neither satisfied nor dissatisfied,” “dissatisfied,” and “very dissatisfied.”

The indicator is measured by obtaining a count of all individuals who answered the question “Overall, how satisfied are you with the services you receive?” and a subsequent count of only those individuals who answered “very satisfied” or “satisfied.” The percentage is then calculated.

**Validity:** The DOEA Client Satisfaction Survey was developed by individuals experienced with survey development and knowledge of the programs administered by the Department. The survey was developed after careful review of existing client satisfaction surveys such as the Consumer Assessment of Healthcare Providers and Systems, the Medicaid Home and Community-Based Services Experience Survey, and surveys developed by the Performance and Outcome Measures Project, the latter being a project funded by the Administration on Aging.

The DOEA Client Satisfaction Survey was designed to assess client satisfaction with the services they receive and the impact of the services on their lives. Recognizing the percentage of clients who are satisfied with the services they have received underscores the Department’s efforts to

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<sup>36</sup> Data for this measure is based on case-managed clients who are randomly selected from the Community Care for the Elderly (CCE) and Alzheimer’s Disease Initiative (ADI) programs.

assist elders in securing needed services in a manner that achieves or maintains autonomy and prevents, reduces, or eliminates dependency (Section 430.03(10), Florida Statutes).

**Reliability:** The DOEA Client Satisfaction Survey is a highly reliable instrument with an internal consistency of .87 as determined by Cronbach's Alpha. From 2012 to 2015, the percent of clients who are satisfied with the services they have received has remained constant between 95-96 percent.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Number of elders with Alzheimer’s disease or cognitive impairment served

**Action (check one):**

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is CIRTS.

This measure is based on responses to a new question in the Memory section of the 701B Comprehensive Assessment that asks elders “Has a doctor or other health care professional told you that you suffer from memory loss, cognitive impairment, any type of dementia, or Alzheimer’s disease?” The response options are “yes” and “no.”

**Validity:** The Department convened subject matter workgroups, including experts in the field of Alzheimer’s disease and related disorders, to assist in the recent revision of the 701B Comprehensive Assessment. These experts recommended an expansion to the Memory section and the inclusion of this question. Previously, dementia (including Alzheimer’s disease) had been one of numerous health conditions in a lengthy list of conditions read to the elder and may not have identified individuals with a cognitive impairment.

Recognizing the number of elders with Alzheimer’s disease or cognitive impairment who are receiving services underscores the Department’s efforts to promote the maintenance and improvement of the physical well-being and mental health of elders (Section 430.03(11), Florida Statutes).

**Reliability:** The Department recently conducted detailed analyses of the assessment responses from the revised instrument. Validation testing revealed the Memory section has a high level of internal consistency and low measurement redundancy, as determined by a Cronbach’s Alpha of 0.847. All items used in the Memory Section have been found to contribute meaningfully in measuring memory impairment.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Home and Community Services  
**Measure:** Number of people served with registered long-term care services

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data sources for this measure are CIRT, FMMIS, and manual program counts provided by contract managers. FMMIS is used to enroll Medicaid providers, process Medicaid claims, adjudicate Medicaid claims, accept and process encounter claims for data collection, and pay Medicaid providers.

The measure is a count of individuals enrolled and served in the Department's home and community-based service programs during a fiscal year. The count includes people who received a service under one or more of the following programs: Community Care for the Elderly (CCE); Statewide Medicaid Managed Care Long-term Care (SMMC LTC); Program of All Inclusive Care for the Elderly (PACE); Older Americans Act (OAA) Titles IIIB, IIIC1, IIIC2, IIID, and IIIE; Alzheimer's Disease Initiative (ADI); Local Services Program (LSP); and Emergency Home Energy Assistance Program (EHEAP). In addition, manual counts are included for the Memory Disorder Clinics and the Adult Care Food Program (ACFP).

The indicator is measured by summing the number of people served according to these different sources.

**Validity:** Long-term care services allow elders and disabled adults to live safely at home or in a community setting rather than in a nursing home, helping to eliminate or delay institutionalization. Long-term care services are provided in accordance with personal choice and in a manner that achieves or maintains autonomy and prevents, reduces, or eliminates dependency (Section 430.03(10) and (14), Florida Statutes).

**Reliability:** CIRT is used statewide to identify the clients who received General Revenue and OAA-funded services, along with the date on which they received the services, the quantity of services, and the cost. Contracts with the AAAs require timely and accurate entry of service provision in CIRT. The *Programs and Services Handbook*, available to AAAs and the case managers with whom they contract, provide directions for the AAAs on enrolling clients in CIRT.

AAAs review monthly CIRT reports to verify the accuracy of client and service data in CIRT before approving any requests for payment. AAAs also conduct data entry error reviews and

submit reports to DOEA to ensure that error rates are not exceeding one percent. They also complete comparative analyses on a random sampling of client files to verify CIRTS accuracy. In addition, the Department's annual monitoring activities include a review of CIRTS for data accuracy.

FMMIS is used to obtain information about Medicaid waiver clients who received home and community-based services. The Agency for Health Care Administration uses various monitoring procedures to maintain the integrity of recipient data in FMMIS. DOEA staff also monitor the accuracy of data reported in FMMIS for these individuals.

This measure includes an unduplicated count of clients enrolled in programs that are tracked in CIRTS or FMMIS, the majority of our clients. For those programs that serve clients not reported in CIRTS or FMMIS, the contract managers are responsible for providing accurate counts of clients served. The number of elders served by the Memory Disorder Clinics and the Adult Care Food Program are added to this count and therefore, may result in an inflated number. This measure is calculated after the close of the state fiscal year with sufficient time for data entry into CIRTS to be completed.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Number of elders served with community-based long-term care services.

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data sources for this measure are CIRTIS, FMMIS, and manual program counts.

This measure is a count of individuals served in all of the Department's home and community-based service programs during a state fiscal year. The count is included in the Department's annual report for the National Aging Program Information System (NAPIS). CIRTIS is the source for General Revenue (GR), Older Americans Act (OAA), and other publicly funded services, such as Emergency Home Energy Assistance Program (EHEAP). FMMIS, the Medicaid information system operated by a vendor under contract with the Agency for Health Care Administration (AHCA), is the source for those served in the Statewide Medicaid Managed Care Long-term Care (SMMC LTC) Program and the Program of All-Inclusive Care for the Elderly (PACE). FMMIS is used to enroll Medicaid providers, process Medicaid claims, adjudicate Medicaid claims, accept and process encounter claims for data collection, and reimburse Medicaid providers. In addition, manual counts are provided for programs not tracked in CIRTIS that are administered either directly by the Department or through contracts with the AAAs.

The indicator is measured by summing the number of people served according to these different sources.

**Validity:** Home and community-based services allow elders and disabled adults to live safely at home or in a community setting rather than in a nursing home, helping to eliminate or delay institutionalization. Home and community-based services are provided in accordance with personal choice and in a manner that achieves or maintains autonomy and prevents, reduces, or eliminates dependency (Section 430.03(10) and (14), Florida Statutes).

**Reliability:** CIRTIS is used statewide to identify the clients who received General Revenue and Older Americans Act funded services, along with the date on which they received the services, the quantity of services, and the cost. Contracts with the AAAs require timely and accurate entry of service provision in CIRTIS. The *Programs and Services Handbook*, available to AAAs and the

case managers with whom they contract, provides directions for the AAAs on enrolling clients in CIRTS.

AAAs review monthly CIRTS reports to verify the accuracy of client and service data in CIRTS before approving any requests for payment. AAAs also conduct data entry error reviews and submit reports to DOEA to ensure that error rates are not exceeding one percent as well as complete comparative analyses on a random sampling of client files to verify CIRTS accuracy. In addition, the Department's annual monitoring activities include a review of CIRTS for data accuracy.

FMMIS is used to obtain information about Medicaid waiver clients age 60 and older who received home and community-based services. AHCA uses various monitoring procedures to maintain the integrity of recipient data in FMMIS. DOEA staff also monitor the accuracy of data reported in FMMIS for these individuals.

This measure includes an unduplicated count of clients enrolled in programs that are tracked in CIRTS or FMMIS, the majority of our clients. For those programs that serve clients not reported in CIRTS or FMMIS, the contract managers are responsible for providing accurate counts of clients served. Numbers provided by contract managers are added to this count and therefore, may result in an inflated number. This measure is calculated after the close of the state fiscal year with sufficient time for data entry into CIRTS to be completed.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Number of congregate meals provided

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data sources for this measure are CIRTS and counts reported by the contract manager for the Adult Care Food Program (ACFP).

Clients who received congregate meals funded by the Older Americans Act (OAA), Local Services Program (LSP), and the Adult Care Food Program (ACFP) are included in this measure.

Congregate nutrition service providers are required to serve an annual average of at least one hundred meals per day, five days or more per week, within their designated service area AAAs are allowed to waive the average number of meals requirement only for providers in sparsely populated or rural areas.

**Validity:** One way to measure the success of congregate meal programs is identifying the number of congregate meals served. Congregate meal programs help promote the maintenance and improvement of the physical well-being and mental health of elders and disabled adults (Section 430.03(11), Florida Statutes).

**Reliability:** Most congregate meal counts are entered into CIRTS. CIRTS is used statewide to identify the clients who received General Revenue and OAA-funded services, along with the date on which they received the services, the quantity of services, and the cost. Contracts with the AAAs require timely and accurate entry of service provision in CIRTS. AAAs review monthly CIRTS reports to verify the accuracy of client and service data in CIRTS before approving any requests for payment. AAAs also conduct data entry error reviews and submit reports to DOEA to ensure that error rates are not exceeding one percent as well as complete comparative analyses on a random sampling of client files to verify CIRTS accuracy. In addition, the Department's annual monitoring activities include a review of CIRTS for data accuracy.

AAAs are required to monitor their subcontractors at least once per year to ensure contractual compliance, fiscal accountability, programmatic performance, and compliance with applicable state and federal laws and regulations. As part of their monitoring activities, AAAs are required to review documentation submitted by the nutrition providers for evidence that congregate meal sites are meeting the mandated requirements and to confirm nutrition providers have the required client records.



Reliability is also ensured through DOEA monitoring activities and quality assurance efforts. Data accuracy is confirmed through exception reports that are generated in CIRTS to help AAAs identify data deficiencies.

For those programs that serve clients not reported in CIRTS, the contract managers are responsible for providing accurate counts of clients served. Numbers provided by contract managers are added to this count and therefore, may result in an inflated number. This measure is calculated after the close of the state fiscal year with sufficient time for data entry into CIRTS to be completed.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Number of home-delivered meals provided

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is CIRTS.

Clients who received home-delivered meals funded by the Older Americans Act (OAA), Community Care for the Elderly (CCE), Home Care for the Elderly (HCE), and Local Services Program (LSP) are included in this measure.

The data are obtained from a CIRTS report on clients who received a home-delivered meal through the programs listed above.

**Validity:** One way to measure the success of home-delivered meal programs is identifying the number of home-delivered meals served. Home-delivered meal programs help promote the maintenance and improvement of the physical well-being and mental health of elders and disabled adults (Section 430.03(11), Florida Statutes).

**Reliability:** Most home-delivered meal counts are entered into CIRTS. CIRTS is used statewide to identify the clients who received General Revenue and OAA-funded services, along with the date on which they received the services, the quantity of services, and the cost. Contracts with the AAAs require timely and accurate entry of service provision in CIRTS. AAAs review monthly CIRTS reports to verify the accuracy of client and service data in CIRTS before approving any requests for payment. AAAs also conduct data entry error reviews and submit reports to DOEA to ensure that error rates are not exceeding one percent as well as complete comparative analyses on a random sampling of client files to verify CIRTS accuracy. In addition, the Department's annual monitoring activities include a review of CIRTS for data accuracy.

AAAs are required to monitor their subcontractors at least once per year to ensure contractual compliance, fiscal accountability, programmatic performance, and compliance with applicable state and federal laws and regulations. As part of their monitoring activities, AAAs are required to review documentation submitted by the nutrition providers to confirm they have the required client records.

Reliability is also ensured through DOEA monitoring activities and quality assurance efforts. Data accuracy is confirmed through exception reports that are generated in CIRTIS to identify any data deficiencies.

This measure is calculated after the close of the state fiscal year with sufficient time for data entry into CIRTIS to be completed. All changes made to CIRTIS services data are tracked and any changes made can be identified.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Number of elders served (nutritional services for the elderly)

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data sources for this measure are CIRT, FMMIS, and counts reported by the program contract manager for the Adult Care Food Program (ACFP) and the Senior Farmers' Market Nutrition Program (SFMNP).

The data obtained from CIRT reports include clients in the Older Americans Act (OAA) Home-Delivered and Congregate Meal programs and the Local Services Program who received any of the following services: meals, nutrition education, and nutrition counseling. FMMIS, the Medicaid information system operated by a vendor under contract with the Agency for Health Care Administration (AHCA), is the source for those served in the Statewide Medicaid Managed Care Long-term Care (SMMC LTC) Program. FMMIS is used to enroll Medicaid providers, process Medicaid claims, adjudicate Medicaid claims, accept and process encounter claims for data collection, and pay Medicaid providers. Due to the umbrella nature of the report, the counts may also, to a lesser extent, include people who received nutrition services in other Department-administered programs, such as Community Care for the Elderly (CCE). Estimates are derived for the Adult Care Food Program based on the units of service provided and the contracted cost per participant.

The indicator is measured by summing the number of people served according to these different sources.

**Validity:** One way to measure the success of nutritional service programs is identifying the number of elders served. Nutritional service programs help promote the maintenance and improvement of the physical well-being and mental health of elders and disabled adults (Section 430.03(11), Florida Statutes).

**Reliability:** CIRT was chosen as a primary data source because it is the most complete source of participant data across programs and because it can create unduplicated counts. CIRT is used statewide to identify the clients who received General Revenue and OAA-funded services, along with the date on which they received the services, the quantity of services, and the cost. Contracts with the AAAs require timely and accurate entry of service provision in CIRT. AAAs review monthly CIRT reports to verify the accuracy of client and service data in CIRT before approving any requests for payment. AAAs also conduct data entry error reviews and submit

reports to DOEA to ensure that error rates are not exceeding one percent as well as complete comparative analyses on a random sampling of client files to verify CIRTS accuracy. In addition, the Department's annual monitoring activities include a review of CIRTS for data accuracy.

FMMIS is used to obtain information about Medicaid waiver clients age 60 and older who received home and community-based services. The Agency for Health Care Administration uses various monitoring procedures to maintain the integrity of recipient data in FMMIS. DOEA staff also monitor the accuracy of data reported in FMMIS for these individuals.

Manual counts and estimates are provided for smaller programs. For the Adult Care Food Program, estimates based on the units of service provided and the contracted cost per participant are obtained annually. For the Senior Farmers' Market Nutrition Programs, manual counts are provided by the contract manager annually. Since the services are not reported in CIRTS, the contract managers are responsible for providing accurate counts of clients served.

AAAs are required to monitor their subcontractors at least once per year to ensure contractual compliance, fiscal accountability, programmatic performance, and compliance with applicable state and federal laws and regulations. As part of their monitoring activities, AAAs are required to review documentation submitted by the nutrition providers to confirm they have the required client records.

Reliability is also ensured through DOEA monitoring activities and quality assurance efforts. Data accuracy is confirmed through exception reports that are generated in CIRTS to identify any data deficiencies.

This measure includes an unduplicated count of clients enrolled in programs that are tracked in CIRTS or FMMIS, the majority of our clients. The number of clients served in the Adult Care Food Program and the Senior Farmers' Market Nutrition Program are added to this count, and therefore, may result in an inflated number. This measure is calculated after the close of the state fiscal year with sufficient time for data entry into CIRTS to be completed.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Number of elders served (caregiver support)

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data sources for this measure are CIRTS, FMMIS, and manual reports provided by contract managers.

Data on caregiver services funded by General Revenue (GR) and the Older Americans Act (OAA), except for the National Family Caregiver Support Program (Title III E), is available in CIRTS. FMMIS is the source for the Statewide Medicaid Managed Care Long-term Care (SMMC LTC) Program. FMMIS is used to enroll Medicaid providers, process Medicaid claims, adjudicate Medicaid claims, accept and process encounter claims for data collection, and pay Medicaid providers. Manual counts are provided for the Respite for Elders Living in Everyday Families (RELIEF) Program, Memory Disorder Clinics, the Brain Bank, the AmeriCorps Program, Senior Companion, and OAA Title III E.

For the programs that are not reported in CIRTS or FMMIS counts, of clients served are obtained through monthly and quarterly reports from the AmeriCorps Program, reports submitted on the monthly information sheets for the Senior Companion, annual reports from the Memory Disorder Clinics, the Monthly Standard Information Sheet for the RELIEF Program, and annual Area Agency on Aging (AAA) estimates for Title III E.

The indicator is measured by summing the number of elders served according to these different sources.

**Validity:** One way to measure the success of caregiver support programs is identifying the number of elders served. Caregiver support programs aid in the support of families and other caregivers of elders (Section 430.03(15), Florida Statutes).

**Reliability:** CIRTS is the best data source for General Revenue and OAA programs. CIRTS is used statewide to identify the clients who received General Revenue and OAA-funded services, along with the date on which they received the services, the quantity of services, and the cost. It is the most complete source of participant data across programs and can create unduplicated client counts. FMMIS is the best source for SMMC LTC data.

Contracts with the AAAs require timely and accurate entry of service provision in CIRTS. The *Programs and Services Handbook*, available to AAAs and the case managers with whom they contract, provides directions for AAAs on enrolling clients in CIRTS. AAAs review monthly CIRTS reports to verify the accuracy of client and service data in CIRTS before approving any requests for payment. AAAs also conduct data entry error reviews and submit reports to DOEA to ensure that error rates are not exceeding one percent as well as complete comparative analyses on a random sampling of client files to verify CIRTS accuracy. In addition, the Department's annual monitoring activities include a review of CIRTS for data accuracy.

The number of people served under the AmeriCorps Program is obtained through monthly progress reports, contracts, and their web-based reporting system. RELIEF Program data are obtained from the Monthly Standard Information Sheet; Senior Companion data are obtained from reports providers submit monthly; and IIIIE Program data are based on estimates the AAAs provide as part of the federal National Aging Program Information System (NAPIS). The data collection efforts described above are appropriate for capturing the number of clients served.

AAAs are required to monitor their subcontractors at least once per year to ensure contractual compliance, fiscal accountability, programmatic performance, and compliance with applicable state and federal laws and regulations. As part of their monitoring activities, AAAs are required to review documentation submitted by the caregiver support providers to confirm they have the required client records.

Reliability is also ensured through DOEA monitoring activities and quality assurance efforts. Data accuracy is confirmed through exception reports that are generated in CIRTS to identify any data deficiencies.

Reliability, determined through audits and client interviews, is above 95 percent for the AmeriCorps Program because of the documentation and auditing required. Requiring the Monthly Standard Information Sheet in the contracts helps to ensure that the data for the RELIEF Program is reliable. The detailed documentation provided by the Senior Companion program, which includes a signed enrollment form with the name, address, telephone number, and date of birth; a signed designation of beneficiary; the name of the Senior Companions volunteer station(s); the Senior Companions service schedule and verification of actual hours served; a copy of the current volunteer assignment plan, and the annual performance appraisal, helps to ensure that the Senior Companion Program data is reliable.

This measure includes an unduplicated count of clients enrolled in programs that are tracked in CIRTS or FMMIS, the majority of our clients. The number of clients tracked manually are added to this count, and therefore, may result in an inflated number. This measure is calculated after the close of the state fiscal year with sufficient time for data entry into CIRTS to be completed.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Agency: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Number of elders served (early intervention/prevention)

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data sources for this measure are CIRTSS and manual counts provided by the following programs: SHINE (Serving Health Insurance Needs of Elders), Health and Wellness Initiatives, Elder Abuse Prevention Education, Elder Helpline, Emergency Home Energy Assistance for Elders Program (EHEAP), and the Senior Community Service Employment Program.

The methodology used to collect the data varies by program. The SHINE Program uses monthly counselor reporting forms submitted through local coordinators and the AAAs. Centers for Medicare & Medicaid Services (CMS) Consumer Contact and Public/Media Activity forms are also used in conjunction with quarterly volunteer time sheets. CMS has a database for reporting purposes.

Health and Wellness Initiatives use monthly reports to gather data on evidence-based interventions funded by Older Americans Act Title IIIID. The number of elders served under the health and wellness initiatives is based on the number of clients participating in these evidence-based interventions.

Elder Abuse Prevention Education data are obtained from annual reports of services from contractual agreements. Attendance sheets from training sessions are used to compile a total number of clients served by the program.

The data for EHEAP and Elder Helpline information, referral, and assistance are maintained electronically and extracted from CIRTSS. The Elder Helplines use a common internet accessible Information and Referral (I&R) software system, ReferNet, designed for I&R networks with multiple member organizations. The system records caller/client contact information and provides access to service provider resource data.

The indicator is measured by summing the number of elders served according to these different sources.



**Validity:** One way to measure the success of early intervention/prevention programs is identifying the number of elders served. Early intervention/prevention programs assist elders in securing needed services in a manner that achieves or maintains autonomy and prevents, reduces, or eliminates dependency (Section 430.03(10), Florida Statutes).

**Reliability:** The SHINE reporting form is an appropriate method for collecting volunteer hours. An analysis of data during desk reviews helps to ensure accuracy of data and contract compliance for the SHINE Program. A list of evaluation items is incorporated into each desk review which include a review of: work plans and quarterly reports, training schedules, and supporting documentation of training volunteers, documentation of outreach efforts, a list of SHINE volunteers, and other programmatic information.

The Health and Wellness Initiatives methods for collecting data are appropriate. Accuracy of the data provided by the Health and Wellness Initiatives is established through periodic site visits and quality assurance checks conducted by the Department's contract manager. As a part of the contract manager's desk review, a list of evaluation items is included to help ensure contract compliance. This list includes a review of documentation to support the completion of outreach projects; documentation that reflects AAA staff members are facilitating and coordinating health promotion activities; documentation that supports the completion of at least one evidence-based project; pre/post surveys of presentations and programs conducted; work plans and quarterly reports; records of volunteer activities including logs containing the total number of hours and affiliated organization; and other resources/data used in program planning.

Attendance sheets from training sessions are a practical and appropriate method of obtaining client counts for Elder Abuse Prevention Education programs. An analysis of data during desk reviews helps to ensure the accuracy of data and contract compliance for Elder Abuse Prevention Education programs. A list of evaluation items is incorporated into each desk review which includes a review of annual work plans, public service announcements (one per quarter), documentation of training for professionals (sign-in sheets and evaluations), and samples of working agreements with other organizations.

Reporting Elder Helpline data in CIRTS is an appropriate method of obtaining client counts. Elder Helpline staff at the ADRC maintain records of the incoming contacts, which include phone calls, emails, letters, and walk-in visits. DOEA established guidelines with the ADRCs to ensure that each is documenting and reporting contacts in the same way, including the reasons for the contact, contact type, and needs identified. In addition, data is reported in accordance with Alliance of Information and Referral Systems standards and common reporting methods to ensure the accuracy of Elder Helpline data. ADRCs enter into CIRTS (as units of information services) the number of information contacts recorded in ReferNet.

Efforts to ensure reliability of SHINE Program data are established through SHINE Program reviews of the volunteer reporting forms by the local coordinators. It is important to note that many volunteers do not report the hours of service they provide. Therefore, the hours counted by

the volunteers who do report their time is actually an under-representation of the total hours of volunteer service.

For the Health and Wellness Initiatives, the Department is making efforts to ensure reliability by providing the Community Outreach and Wellness coordinators with training on uniform data collection and reporting, as well as proper program evaluation techniques.

Efforts to ensure reliability of Elder Abuse Prevention Education data are established through desk reviews of Elder Abuse Prevention Education programs. These reviews take into account documentation of training professionals, including sign-in sheets and evaluations.

Reliability of the Elder Helpline data is ensured through standardized I&R reporting guidelines, including I&R in the program monitoring, resource data management updates, and review of quarterly reports submitted to DOEA. In addition, program reports are used to identify additional training issues that may be needed.

This output measure is not an unduplicated count. Included in this measure is the number of people who received information through the Elder Helpline. Personal identifying information is not tracked in CIRTIS for clients receiving this service. Therefore, the count will be inflated if one or more individuals had received this service more than once during the year. In addition, program counts from other programs are summed and are not unduplicated across programs, resulting in an inflated number if any individuals received services from more than one of the included programs.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Number of elders served (home and community services diversions)

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**NOTE:** The Department is requesting a deletion of this measure. Because all except one of the programs in the Home and Community Services Diversions activity ended on February 28, 2014, the Department is requesting deletion of this output measure. The transition to the Statewide Medicaid Managed Care Long-term Care (SMMC LTC) Program was completed March 2014. The legislation required that the Aged and Disabled Adult (ADA) Medicaid Waiver (including Consumer Directed Care [CDC+]), the Channeling Waiver, and the Long-term Care Community Diversion Pilot Project (also referred to as Nursing Home Diversion or NHD), programs included in this activity, be terminated upon the successful implementation of SMMC LTC. Currently, this measure only reports on the number of elders served under the Community Care for the Elderly (CCE) program.

The Data Sources and Methodology, Validity, and Reliability listed below were applicable to this measure last used in the Long-Range Program Plan for fiscal years 2014-15 through 2018-19.

**Data Sources and Methodology:** The data source for this measure is CIRTIS and FMMIS. FMMIS is used to enroll Medicaid providers, process Medicaid claims, adjudicate Medicaid claims, accept and process encounter claims for data collection, and reimburse Medicaid providers.

The number of clients served under CCE was obtained from CIRTIS. The number of clients served under one of the Medicaid waiver\* programs (ADA Medicaid Waiver, including CDC+; Channeling Waiver; and NHD) was based on paid claims data in FMMIS.

The indicator is measured by computing a sum of the unduplicated participants across the Planning and Service Areas.

With the implementation of SMMC LTC and the termination of the ADA, Channeling, and NHD waivers, CCE will be the only program remaining in the Home and Community Services Diversions activity in SFY 2014-15.

**Validity:** Contracts with the AAAs require timely and accurate entry of service usage in CIRTS. Payment to the AAAs for services invoiced are required to match the service data recorded in CIRTS. The Department's annual monitoring activities include a review of CIRTS for data accuracy.

**Reliability:** This measure is calculated after the close of the state fiscal year with sufficient time for data entry into CIRTS to be completed. All changes made to CIRTS services data are tracked and changes can be identified. Though Medicaid providers have up to one year to bill, most claims are submitted within 60 days of service provision.

\* Florida completed the implementation of the SMMC LTC Program with client enrollments in the last areas of the state as of March 1, 2014. Effective February 28, 2014, the following Medicaid waivers were terminated: ADA Medicaid Waiver, CDC+, Assisted Living Medicaid Waiver, Channeling Waiver, and NHD. The Program for All-Inclusive Care for the Elderly (PACE) is the only Medicaid program serving the elderly that continues to be administered by DOEA.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Number of elders served (long-term care initiatives)

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

NOTE: The Department is requesting a deletion of this measure. Because all except one program in the Long-term Care Initiatives activity ended on February 28, 2014, the Department is requesting deletion of this output measure. The transition to the Statewide Medicaid Managed Care Long-term Care (SMMC LTC) Program was completed March 2014. The legislation required that the Long-term Care Community Diversion Pilot Project, the other program included in this activity, be terminated upon the successful implementation of SMMC LTC. Currently, this measure only reports on the number of elders served under the Program of All Inclusive Care for the Elderly (PACE).

The Data Sources and Methodology, Validity, and Reliability listed below were applicable to this measure last used in the Long-Range Program Plan for fiscal years 2014-15 through 2018-19.

**Data Sources and Methodology:** The data source for this measure is FMMIS. FMMIS is used to enroll Medicaid providers, process Medicaid claims, adjudicate Medicaid claims, accept and process encounter claims for data collection, and reimburse Medicaid providers.

Paid claims data from FMMIS is used to calculate an unduplicated count of Long-term Care Community Diversion Pilot Project\* and PACE participants.

With the implementation of SMMC LTC and the termination of the Long-term Care Community Diversion Pilot Project, PACE will be the only program remaining in the Long-term Care Initiatives activity in SFY 2014-15.

**Validity:** FMMIS is the most accurate source for Medicaid participation and expenditures. The Department's ongoing monitoring activities include a review of FMMIS data for accuracy.

**Reliability:** This measure is calculated after the close of the state fiscal year with sufficient time for Medicaid claim submissions to be made. Though Medicaid providers have up to one year to bill, most claims are submitted within 60 days of service provision.

\* Florida completed the implementation of the SMMC LTC Program with client enrollments in the last areas of the state as of March 1, 2014. Effective February 28, 2014, the following Medicaid

waivers were terminated: Aged and Disabled Adult Medicaid Waiver, Consumer Directed Care Plus, Assisted Living Medicaid Waiver, Channeling Waiver, and Long-term Care Community Diversion Pilot Project (also referred to as Nursing Home Diversion or NHD). PACE is the only Medicaid program serving the elderly that continues to be administered by DOEA.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Number of elders served (residential assisted living support and elder housing issues)

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**NOTE:** The Department is requesting the deletion of this measure. Because the only program in the Residential Living Support and Elder Housing Issues activity ended on February 28, 2014, the Department can no longer report on this output measure. The Statewide Medicaid Managed Care Long-term Care (SMMC LTC) Program was implemented at the direction of the Florida Legislature in 2011. The legislation required that the Assisted Living Medicaid Waiver program, the only program included in this activity, be terminated upon the successful implementation of SMMC LTC.

The Data Sources and Methodology, Validity, and Reliability listed below were applicable to this measure last used in the Long-Range Program Plan for fiscal years 2014-15 through 2018-19.

**Data Sources and Methodology:** The data source for this measure is FMMIS. FMMIS is used to enroll Medicaid providers, process Medicaid claims, adjudicate Medicaid claims, accept and process encounter claims for data collection, and reimburse Medicaid providers.

Paid claims data from FMMIS are used to calculate an unduplicated count of Assisted Living Medicaid Waiver participants.

The indicator is measured by computing a sum of the unduplicated participants across the Planning and Service Areas.

**Validity:** FMMIS is the most accurate source for Medicaid participation and expenditures. The Department's ongoing monitoring activities include a review of FMMIS data for accuracy.

**Reliability:** This measure is calculated after the close of the state fiscal year with sufficient time for Medicaid claim submissions to be made. Though Medicaid providers have up to one year to bill, most claims are submitted within 60 days of service provision.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Home and Community Services  
Measure: Number of elders served (supported community care)

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

NOTE: The Department is requesting the deletion of this measure. This measure only includes clients served under the Older Americans Act (OAA) Title IIIB and the Local Services Programs (LSPs). Clients served under these programs are also included in other measures (Number of elders served with registered long-term care services and Number of elders served with community-based long-term care services). Having a measure that focuses only on clients served under the OAA Title IIIB and LSP does not seem warranted as services provided under these two programs do not differ in any meaningful way from other home and community-based programs.

The Data Sources and Methodology, Validity, and Reliability listed below were applicable to this measure last used in the Long-Range Program Plan for fiscal years 2014-15 through 2018-19.

**Data Sources and Methodology:** The data source for this measure is CIRTS.

CIRTS is used to calculate the number of participants in OAA Title IIIB (Supportive Services and Senior Centers) and LSPs (for non-meals services).

The indicator is measured by summing the unduplicated participants across the Planning and Service Areas.

**Validity:** Contracts with the AAAs require timely and accurate entry of service provision in CIRTS. AAAs review monthly CIRTS reports to verify the accuracy of client and service data in CIRTS before approving any requests for payment. AAAs also conduct data entry error reviews and submit reports to DOEA to ensure that error rates are not exceeding one percent as well as complete comparative analyses on a random sampling of client files to verify CIRTS accuracy. In addition, the Department's annual monitoring activities include a review of CIRTS for data accuracy.

**Reliability:** This measure is calculated after the close of the state fiscal year with sufficient time for data entry into CIRTS to be completed. All changes made to CIRTS services data are tracked and any changes made can be identified. The *Programs and Services Handbook*, available to AAAs



and the case managers with whom they contract, provides directions for AAAs to enroll clients in CIRTIS.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Agency: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Executive Direction and Support  
Measure: Agency administration costs as a percent of total agency costs/agency administrative positions as a percent of total agency positions

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is Legislative Appropriations System/Planning and Budgeting Subsystem (LAS/PBS).

In LAS/PBS, the data are obtained from the prior year actual expenditures (Column A36). The Statewide Medicaid Managed Care Long-term Care (SMMC LTC) Program expenditures, which are administered by the Department but billed through FMMIS, are manually added to the total agency cost.

The administrative and support costs and positions are divided by the total agency cost and positions to calculate the percentage of the Department's costs for administration and support and positions associated with administration and support.

**Validity:** LAS/PBS is the common data source for the Governor's Office, the Legislature, and state agencies and was determined to be the most appropriate source for data on Executive Direction and Support. There is not a standard for how the calculation of administrative costs is determined across agencies because each agency is set up differently.

The same major elements are used for comparison from year to year. For the agency administrative costs as a percentage of total agency costs, the Department compares the appropriation for the Executive Direction and Support Services budget entity to the total budget for the Department, including the appropriation for SMMC LTC, which is located in the Agency for Health Care Administration's budget. For the agency administrative positions as a percent of total agency positions, the Department compares the authorized FTE in the Executive Direction and Support Services Budget entity to the total authorized FTE for the Department.

LAS/PBS contains the General Appropriations Act and adjustments, which are initiated by legislation, and therefore is a valid source for data on Departmental budget issues. The Department's budget is arrayed by budget entity, program component, and activity codes, which breaks down the budget to discrete categories.

**Reliability:** Reliability is determined through analysis of the Department’s budget over time. The measure has remained consistent, with results varying less than three percent from year to year.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Consumer Advocate Services  
Measure: Percent of complaint investigations initiated by the Ombudsman within seven (7) calendar days (applies to the Long-Term Care Ombudsman Council)

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

NOTE: DOEA is requesting a change to the measure's time frame from five working days to seven calendar days. This change in the number of days to initiate a complaint investigation has been adopted in the Florida Administrative Code (58L-1.007(1)(b) and (2)(a)).

**Data Sources and Methodology:** The data source for this measure is the Long-Term Care Ombudsman Program (LTCOP) investigation data, which is collected and stored in each District Ombudsman Office and compiled annually at the state office.

The number of complaints investigated is determined by reviewing the investigation data. An ombudsman investigates a complaint by conducting interviews, making observations, and reviewing records with appropriate consent. An investigation is initiated when the ombudsman makes contact with the complainant or resident. The investigation must be initiated no later than seven (7) calendar days after the complaint is received, pursuant to rule 58L-1.007(2)(a), Florida Administrative Code. For any case where a complaint investigation is not initiated within seven (7) calendar days, the Regional Ombudsman Manager must be notified with the reason why there was a delay in initiation and that reasoning must also be documented in the case recording notes.

The data on the number of complaints received, and when they are investigated, are tracked and recorded within the LTCOP Web Application.

**Validity:** Identifying the percent of complaint investigations initiated by LTCOP within seven (7) calendar days underscores the Department's efforts in promoting the prevention of neglect, abuse, or exploitation of elderly persons unable to protect their own interest (Section 430.03(13), Florida Statutes).

The investigation data as the measuring instrument is appropriate for use for this measure. The summary of the outcome of the complaint is included and accurately reflects the status of the complaint, including the date the complaint was received, the date the investigation was initiated, and the date the investigation was completed.

**Reliability:** The data regarding the number of complaints received, and when they are investigated, are reported in the LTCOP Web Application. Continuing efforts are made to ensure data accuracy in the LTCOP Web Application, including file reviews, monitoring, and on-going oversight by the District Ombudsman Manager, Regional Ombudsman Manager, and other ombudsman staff

The Ombudsman Program has been tracking complaint data for many years and reliability is determined through analyzing the consistency of findings over time. Evaluation of historical Ombudsman Program data shows this measure has remained consistent, with results varying less than five percent from year-to-year.<sup>37</sup>

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<sup>37</sup> The last analysis of historical trends in Ombudsman Program data included the old reporting measure “Percent of complaint investigations initiated by the Ombudsman within five (5) working days.”

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Consumer Advocate Services  
Measure: Number of complaint investigations completed (Long-Term Care Ombudsman Council)

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**NOTE:** The Long-Term Care Ombudsman Program (LTCOP) is requesting the deletion of this measure and the adoption of the current language promulgated in rule. Due to a change in reporting requirements, which has been incorporated into the Florida Administrative Code (58L-1.007(1)(b) and (2)(a)), LTCOP is no longer required to report on this measure as worded. Instead, the program is now required to report on the “Percent of complaint investigations completed within 90 calendar days.”

The Data Sources and Methodology, Validity, and Reliability listed below were applicable to this measure last used in the Long-Range Program Plan for fiscal years 2014-15 through 2018-19.

**Data Sources and Methodology:** The data source for the measure is the LTCOP investigation data collected and stored in each Ombudsman Program office within each district and compiled at the state office.

The number of complaints investigated is determined by reviewing the investigation data. An ombudsman investigates a complaint by conducting interviews, making observations, and reviewing records with appropriate consent. Each complaint investigation is identified as “verified” or “not verified.” Upon completion of an investigation, a complaint disposition is also assigned. Some complaints may take months to complete because of the complexity of the issue involved. While the ombudsman strives to resolve a complaint to the satisfaction of the resident(s) involved in the complaint, a complaint investigation must be completed at the end of 90 days unless an extension has been granted by the District Ombudsman Manager, pursuant to rule 58L-1.007(2)(d), Florida Administrative Code.

The data on the number of complaints received, and when they are investigated, is tracked and recorded.

**Validity:** Staff analysis determines that the number of complaints investigated is deemed to be the most valid and objective output available. The investigation data as the measuring instrument is appropriate for use for this measure. The summary of the outcome of the complaint is included and accurately reflects the status of the complaint.

**Reliability:** Reliability is determined through staff analysis of historical Ombudsman Program data. The measure has shown reliability over time. The Ombudsman Program has been tracking complaint data for many years with results consistent with expectations.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

**Department:** Department of Elder Affairs  
**Program:** Services to Elders  
**Service/Budget Entity:** Consumer Advocate Services  
**Measure:** Percentage of complaint investigations completed within 90 calendar days (Long-Term Care Ombudsman Program)

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for the measure is the Long-Term Care Ombudsman Program (LTCOP) investigation data, which is collected and stored in each District Ombudsman Program Office and compiled at the state office.

The number of complaints investigated is determined by reviewing the investigation data. An ombudsman investigates a complaint by conducting interviews, making observations, and reviewing records with the appropriate consent. An investigation is initiated when the ombudsman makes contact with the complainant or resident. Some complaints may take months to complete because of the complexity of the issue involved. While the ombudsman strives to resolve a complaint to the satisfaction of the resident(s) involved, a complaint investigation must be completed within 90 calendar days after receiving the complaint, unless an extension has been granted by the District Ombudsman Manager, pursuant to rule 58L-1.007(2)(d), Florida Administrative Code. Complaint investigations that have had an extension granted by the District Ombudsman Manager during the fiscal year are not included in the calculation of this measure.

The data on the number of complaints received and when they are investigated is tracked and recorded within the LTCOP Web Application.

**Validity:** Identifying the percent of complaint investigations completed by LTCOP within 90 calendar days underscores the Department's efforts in promoting the prevention of neglect, abuse, or exploitation of elders unable to protect their own interests (Section 430.03(13), Florida Statutes).

The investigation data as the measuring instrument is appropriate to use for this measure. The summary of the outcome of the complaint is included and accurately reflects the status of the complaint, including the date the complaint was received, the date the investigation was initiated, and the date the investigation was completed.

**Reliability:** The data regarding the number of complaints received, and when they are investigated, is reported in the LTCOP Web Application. Continuing efforts are made to ensure



data accuracy in the LTCOP Web Application, including file reviews, monitoring, and on-going oversight by the District Ombudsman Manager, Regional Ombudsman Manager, and other ombudsman staff.

The Ombudsman Program has been tracking complaint data for many years and reliability is determined through analyzing the consistency of findings over time. The Department has requested the addition of this measure due to a change in reporting requirements. Analysis of the consistency of this measure is currently underway, with 2013-2014 as the baseline year and 90 percent as the requested standard.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Consumer Advocate Services  
Measure: Percent of service activity on behalf of frail or incapacitated elders initiated by public guardianship within five (5) days of receipt of request

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is collected through annual reports provided by each of the circuit courts with an Office of Public Guardianship (OPG).

Each OPG operates independently under the direction of the local circuit court. Each office keeps a record of the total number of guardianship orders, the date the request came in, and when activity was initiated on behalf of the clients, pursuant to Section 744.708, Florida Statutes. The indicator is measured by dividing the total number of requests by the number that had activity initiated within five days of receipt of the request in order to obtain the percentage.

**Validity:** This measure is appropriate for determining the timeliness of response to requests for assistance. Identifying the timeliness of service activity on behalf of frail or incapacitated elders initiated by public guardianship, and ensuring that the majority of cases are attended to within five (5) days of receipt of request, is an important measure of OPG performance because of the level of vulnerability of elders unable to protect their own interests. The measure underscores the intensity of the Department's commitment to the prevention of neglect, abuse, or exploitation of elders, and ensures each case is handled properly (Section 430.03(13), Florida Statutes).

**Reliability:** This measure is based on data submitted through annual reporting by each OPG. Chapter 744 of the Florida Statutes, and the Probate Rules of Court define the service and reporting requirements of public guardians. Each public guardian is required to file an annual report, which contains information regarding the total number of plans, the date a request is received, and when activity was initiated.

Continuing efforts are made to improve the accuracy of guardianship data, including file reviews, monitoring, and on-going oversight by the Office of Public and Professional Guardians (OPPG). In 2014, in efforts to improve existing monitoring activities, OPPG created a pre-monitoring questionnaire to provide for more desk monitoring and incorporated the use of the

Estate Management System database to prepare for monitoring visits and to review program reports. OPPG also increased the number of ward and facility visits made to each program.

Reliability is determined by analyzing the consistency of findings over time. From 2009 to 2015, the percent of service activity initiated by public guardianship within five (5) days of receipt of request has been stable at 99 percent.

## LRPP EXHIBIT IV: PERFORMANCE MEASURE VALIDITY & RELIABILITY

Department: Department of Elder Affairs  
Program: Services to Elders  
Service/Budget Entity: Consumer Advocate Services  
Measure: The number of judicially approved guardianship plans including new orders (Public Guardianship Program)

### Action (check one):

- Requesting revision to approved performance measure.
- Change in data sources or measurement methodologies.
- Requesting new measure.
- Backup for performance measure.

**Data Sources and Methodology:** The data source for this measure is collected through annual reports provided by each of the circuit courts with an Office of Public Guardianship (OPG).

Each OPG operates independently under the direction of the local circuit court. Each office keeps a record of the total number wards under guardianship, including its current caseload and new orders, pursuant to Section 744.708, Florida Statutes. There is a judicially approved plan for each ward under guardianship.

The measure is the combined number of approved guardianship plans and judicial orders.

**Validity:** This measure is appropriate for determining whether the majority of the plans developed by a guardianship office receive a judge's approval that the ward's best interest and safety are being considered. If the guardianship plan is not satisfactory, the court has an opportunity to disapprove the plan and require an alternate approach. Identifying the number of judicially approved guardianship plans underscores the Department's efforts in promoting the prevention of neglect, abuse, or exploitation of elders unable to protect their own interests (Section 430.03(13), Florida Statutes).

**Reliability:** This measure is based on data submitted through annual reporting by each OPG. Reliability is established through reporting requirements and monitoring efforts of each of the OPGs, which keep a record of the number of plans submitted and approved by the circuit court and new orders.

Chapter 744 of the Florida Statutes, and the Probate Rules of Court define the service and reporting requirements of public guardians. Each public guardian is required to file an annual report, which contains information regarding the total number of plans, the date a request is received, and when activity is initiated.

Continuing efforts are made to improve the accuracy of guardianship data, including file reviews, monitoring, and on-going oversight by the Office of Public and Professional Guardians (OPPG). In 2014, in efforts to improve existing monitoring activities, OPPG created a pre-

monitoring questionnaire to provide for more desk monitoring and incorporated the use of the Estate Management System database to prepare for monitoring visits and to review program reports. OPPG also increased the number of ward and facility visits made to each program.

LRPP EXHIBIT V: IDENTIFICATION OF ASSOCIATED ACTIVITY CONTRIBUTING TO PERFORMANCE MEASURES

LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures		
Measure Number	Approved Performance Measures for FY 2016-17	Associated Activities Title
1	Percent of Elders the CARES program determined eligible for nursing home placement who are diverted	Universal Frailty Assessment ACT 2000
2	Number of CARES assessments	Universal Frailty Assessment ACT 2000
3	Percent of most frail elders who remain at home or in the community instead of going into a nursing home	Home and Community Services Diversions, Long-term Care initiatives, Nutritional Services for the Elderly, Residential Assisted Living Support and Elder Housing Issues, Early Intervention/ Prevention, Supported Community Care, Caregiver Support
4	Percent of Adult Protective Services (APS) referrals who are in need of immediate services to prevent further harm who are served within 72 hours	Home and Community Services Diversions, Long-term Care initiatives, Nutritional Services for the Elderly, Residential Assisted Living Support and Elder Housing Issues, Early Intervention/ Prevention, Supported Community Care, Caregiver Support
5	Average monthly savings per consumer for home and community-based care versus nursing home care for comparable client groups	All Home and Community Services
6	Percent of elders assessed with high or moderate risk environments who improved their environment score	All Home and Community Services
7	Percent of new service recipients with high-risk nutrition scores whose nutritional status improved	All Home and Community Services
8	Percent of new service recipients whose ADL assessment score has been maintained or improved	All Home and Community Services
9	Percent of new service recipients whose IADL assessment score has been maintained or improved	All Home and Community Services

## LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures

Measure Number	Approved Performance Measures for FY 2016-17	Associated Activities Title
10	Percent of family and family-assisted caregivers who self-report they are very likely to provide care	All Home and Community Services
11	Percent of caregivers whose ability to continue to provide care is maintained or improved after service intervention (as determined by the caregiver and the assessor)	All Home and Community Services
12	Average time in the Community Care for the Elderly Program for Medicaid waiver-probable customers	All Home and Community Services
13	Percent of customers who are at imminent risk of nursing home placement who are served with community-based services	All Home and Community Services
14	Number of elders served with registered long-term care services	All Home and Community Services
15	Number of congregate meals provided	Nutritional Services for the Elderly ACT 4000
16	Number of elders served (caregiver support)	Caregiver Support ACT 4200
17	Number of elders served (early intervention/prevention)	Early Intervention/Prevention ACT 4100
18	Number of elders served (home and community services)	Home and Community Services Diversion ACT 4500
19	Number of elders served (LTC initiatives)	Long-Term Care Initiatives ACT 4800
20	Number of elders served (meals, nutrition education and counseling)	Nutritional Services for the Elderly ACT 4000
21	Number of elders served (residential assisted living support and elder housing issues)	Residential Living Support Elder Housing Issues ACT 4300
22	Number of elders served (supported community care)	Supported Community Care ACT 4400
23	Agency administration costs as a percent of total agency costs/agency administrative positions as a percent of total agency positions	Executive Direction and Support Services

**LRPP Exhibit V: Identification of Associated Activity Contributing to Performance Measures**

Measure Number	Approved Performance Measures for FY 2016-17	Associated Activities Title
24	Percent of complaint investigations initiated by the ombudsman within five (5) working days	Long-Term Care Ombudsman Council ACT 1100
25	Number of complaints investigated	Long-Term Care Ombudsman Council ACT 1100
26	Percent of service activity on behalf of frail or incapacitated elders initiated by public guardianship within five (5) days of receipt of request	Public Guardianship ACT 1200
27	Number of judicially approved guardianship plans including new orders	Public Guardianship ACT 1200



SCHEDULE XI/EXHIBIT VI: AGENCY-LEVEL UNIT COST SUMMARY

ELDER AFFAIRS, DEPARTMENT OF		FISCAL YEAR 2016-17			
SECTION I: BUDGET		OPERATING		FIXED CAPITAL OUTLAY	
TOTAL ALL FUNDS GENERAL APPROPRIATIONS ACT			310,479,162	810,037	
ADJUSTMENTS TO GENERAL APPROPRIATIONS ACT (Supplementals, Vetoes, Budget Amendments, etc.)			1,426,405	-500,000	
FINAL BUDGET FOR AGENCY			311,905,567	310,037	
SECTION II: ACTIVITIES * MEASURES		Number of Units	(1) Unit Cost	(2) Expenditures (Allocated)	(3) FCO
Executive Direction, Administrative Support and Information Technology (2)					0
Long-term Care Ombudsman Council * Number of complaint investigations completed		8,226	426.70	3,510,039	
Public Guardianship Program * Number of judicially approved guardianship plans		2,000	3,298.39	6,596,783	
Universal Frailty Assessment * Total number of CARES assessments		85,000	260.85	22,172,335	
Meals, Nutrition Education, And Nutrition Counseling * Number of people served		81,903	574.80	47,078,095	
Early Intervention/Prevention * Number of elders served		355,908	51.30	18,258,179	
Caregiver Support * Number of elders served		54,450	739.95	40,290,154	
Residential Assisted Living Support And Elder Housing Issues * Number of elders served		3,997	2,477.56	9,902,809	
Supportive Community Care * Number of elders served		56,631	655.77	37,136,738	
Home And Community Services Diversions * Number of elders served		51,272	1,202.12	61,634,996	310,037
Long Term Care Initiatives * Number of elders served		12,150	1,511.88	18,369,359	
TOTAL				264,949,487	310,037
SECTION III: RECONCILIATION TO BUDGET					
PASS THROUGHS					
TRANSFER - STATE AGENCIES					
AID TO LOCAL GOVERNMENTS					
PAYMENT OF PENSIONS, BENEFITS AND CLAIMS					
OTHER				68,583	
REVERSIONS				46,887,510	
TOTAL BUDGET FOR AGENCY (Total Activities + Pass Throughs + Reversions) - Should equal Section I above. (4)				311,905,580	310,037

SCHEDULE XI/EXHIBIT VI: AGENCY-LEVEL UNIT COST SUMMARY

- (1) Some activity unit costs may be overstated due to the allocation of double budgeted items.
- (2) Expenditures associated with Executive Direction, Administrative Support and Information Technology have been allocated based on FTE. Other allocation methodologies could result in significantly different unit costs per activity.
- (3) Information for FCO depicts amounts for current year appropriations only. Additional information and systems are needed to develop meaningful FCO unit costs.
- (4) Final Budget for Agency and Total Budget for Agency may not equal due to rounding.

NUCSSP03 LAS/PBS SYSTEM

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BUDGET PERIOD: 2008-2019

SCHED XI: AGENCY-LEVEL UNIT COST SUMMARY

STATE OF FLORIDA

AUDIT REPORT ELDER AFFAIRS, DEPT OF

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ACTIVITY ISSUE CODES SELECTED:

TRANSFER-STATE AGENCIES ACTIVITY ISSUE CODES SELECTED:

1-8:

AID TO LOCAL GOVERNMENTS ACTIVITY ISSUE CODES SELECTED:

1-8:

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THE FOLLOWING STATEWIDE ACTIVITIES (ACT0010 THROUGH ACT0490) HAVE AN OUTPUT STANDARD (RECORD TYPE 5)  
AND SHOULD NOT:

\*\*\* NO ACTIVITIES FOUND \*\*\*

-----  
THE FCO ACTIVITY (ACT0210) CONTAINS EXPENDITURES IN AN OPERATING CATEGORY AND SHOULD NOT:  
(NOTE: THIS ACTIVITY IS ROLLED INTO EXECUTIVE DIRECTION, ADMINISTRATIVE SUPPORT AND INFORMATION  
TECHNOLOGY)

\*\*\* NO OPERATING CATEGORIES FOUND \*\*\*

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THE FOLLOWING ACTIVITIES DO NOT HAVE AN OUTPUT STANDARD (RECORD TYPE 5) AND ARE REPORTED AS 'OTHER' IN  
SECTION III: (NOTE: 'OTHER' ACTIVITIES ARE NOT 'TRANSFER-STATE AGENCY' ACTIVITIES OR 'AID TO LOCAL  
GOVERNMENTS' ACTIVITIES. ALL ACTIVITIES WITH AN OUTPUT STANDARD (RECORD TYPE 5) SHOULD BE REPORTED  
IN SECTION II.)

BE	PC	CODE	TITLE	EXPENDITURES	FCO
65100600	1208000000	ACT6000	DISASTER PREPAREDNESS AND	68,583	

ACT6000 - Although Disaster Preparedness and Operations is an Executive Direction and Support Services activity, the assigned code does not fall in the appropriate range ACT0010 through ACT0490 for it to be recognized as such.

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TOTALS FROM SECTION I AND SECTIONS II + III:

DEPARTMENT: 65	EXPENDITURES	FCO
FINAL BUDGET FOR AGENCY (SECTION I):	311,905,567	310,037
TOTAL BUDGET FOR AGENCY (SECTION III):	311,905,580	310,037
	-----	-----
DIFFERENCE:	13-	
(MAY NOT EQUAL DUE TO ROUNDING)	=====	=====

## APPENDIX I: GLOSSARY OF TERMS AND ACRONYMS, INCLUDING UNIQUE AGENCY TERMS AND ACRONYMS

**Abuse** – Any willful act or threatened act by a relative, caregiver, or household member which causes or is likely to cause significant impairment to a vulnerable adult’s physical, mental, or emotional health. Abuse includes acts and omissions.

**Access Point** – A local entity that serves as a point of contact for individuals seeking information on long-term care services.

**Activities of Daily Living (ADL)** – Functions and tasks for self-care, including bathing, dressing, eating, toileting, transferring, and walking/mobility.

**Activity** – A set of transactions within a budget entity that translates inputs into outputs using resources in response to a business requirement. Sequences of activities in logical combinations form services. Unit cost information is determined using the outputs of activities.

**Actual Expenditures** – Disbursement of funds including prior year actual disbursements, payables, and encumbrances. The payables and encumbrances are certified forward at the end of the fiscal year. They may be disbursed between July 1 and September 30 of the subsequent fiscal year. Certified forward amounts are included in the year in which the funds are committed, but are not shown in the year the funds are disbursed.

**Administration on Aging (AoA)** – Part of the Administration for Community Living, which is administratively housed within the U.S. Department of Health and Human Services, which serves as the principal agency designated to carry out the provisions of the Older Americans Act of 1965.

**Adult Care Food Program** – A program that reimburses eligible Adult Care Centers for meals provided to participants. Adult Care Centers include licensed Adult Day Care Centers, Mental Health Day Treatment Centers, and In-Facility Respite Centers.

**Adult Family Care Home** – A full-time, family-type living arrangement in a private home, in which a person or persons who own/rent and live in the home provide room, board, and personal services, as appropriate for the level of functional impairment, for no more than five disabled adults or frail elders who are not relatives.

**Adult Protective Services (APS)** – The APS program managed by the Department of Children and Families is responsible for the provision or arrangement of services to protect an adult with a disability or an elderly person from further occurrences of abuse, neglect, or exploitation. Services may include protective supervision, placement, and in-home/community-based services.

**Advisory Council** – A council organized to provide advice, suggestions, and recommendations concerning programs for older persons. Advisory councils exist at DOEA, each Area Agency on Aging, and nutrition providers. Supportive services providers are not required to have advisory councils; however, providers are required to have some mechanism for receiving participant feedback. An advisory council does not have policy or decision making authority. It provides advice and recommendations that may then be reviewed by the governing body (board of directors) of the agency.

**Agency for Health Care Administration (AHCA)** – The designated single state Medicaid agency with responsibility for the administration of Title XIX of the Social Security Act in Florida

**Aged and Disabled Adult (ADA) Waiver** – A Medicaid waiver that provided services to individuals age 60 and older who were at risk of nursing home placement and who met additional specific criteria. Enrollees needed additional support and services, which were made available in assisted living facilities with Extended Congregate Care or Limited Nursing Services licenses. All enrollees served under this waiver transitioned to Statewide Medicaid Managed Care Long-term Care Program (SMMC LTC) effective March 1, 2014.

**Aging and Disability Resource Center (ADRC)** – Centers located throughout Florida responsible for a coordinated system of information and access for all persons (including persons with disabilities and persons with severe and persistent mental illnesses) seeking long-term care resources.

**Alzheimer’s Disease Initiative (ADI)** – Programs, including caregiver respite, memory disorder clinics, and model day-care programs, which provide services to meet the needs of caregivers and individuals with Alzheimer’s disease and related cognitive disorders.

**AmeriCorps** – AmeriCorps, the domestic Peace Corps, funds grants for elder programs such as ElderServe, Care and Repair, and Homeland Security. AmeriCorps members and volunteers provide a variety of community outreach, education, respite, and support services for elders. ElderServe emphasizes respite service for frail elders who are at risk of institutionalization, focusing mainly on those elders with Alzheimer’s disease and other forms of dementia. Care and Repair provides home repairs, home modifications, and related services to assist elders in making their domiciles accessible and safe, allowing these elders to age in place and enhancing their quality of life. Homeland Security assists elders in preparing for acts of terrorism, emergencies, and natural disasters.

**Area Agency on Aging (AAA)** – A local public or private nonprofit entity mandated by the Older Americans Act. The Department of Elder Affairs designates entities as AAAs to coordinate and administer the Department’s programs and to contract out services within a Planning and Service Area.

**Assisted Living Facility** – Any building or buildings, section or distinct part of a building, private home, boarding home, home for the aged or other residential facility, whether operated for profit or not, which undertakes through its ownership or management to provide housing, meals, and one or more personal services for a period exceeding 24 hours to one or more adults who are not relatives of the owner or administrator.

**Assisted Living (AL) Waiver** – A Medicaid waiver that provided home and community-based services to older individuals, as well as individuals with disabilities who were assessed as being frail, functionally impaired, and at risk of nursing home placement. A case manager determined services based on a comprehensive assessment of needs. The services were designed to help the enrollee remain in the community for as long as possible to avoid nursing home placement. All enrollees served under this waiver transitioned to Statewide Medicaid Managed Care Long-term Care Program (SMMC LTC) effective March 1, 2014.

**Below Poverty Level** – Individuals with income below the amount annually established by the federal government as the poverty level.

**Budget Entity** – A unit or function at the lowest level to which funds are specifically appropriated in the appropriations act. “Budget entity” and “service” have the same meaning.

**Caregiver** – A person who has been entrusted with, or has assumed the responsibility for, the care of an older individual.

**Care Plan** – The tool used by the case manager to document a client’s assessed needs, services to be provided, and costs associated with the provision of services. The care plan is a plan of action, developed in conjunction with the client, caregiver, and the client’s family or representative. It is designed to assist the case manager in the overall management of the client’s care.

**CARES (Comprehensive Assessment and Review for Long-Term Care Services)** – A program operated by DOEA that is Florida’s federally mandated long-term care pre-admission screening program for Medicaid Institutional Care Program nursing facility and Medicaid waiver program applicants. An assessment is performed to identify long-term care needs and establish level of care (medical eligibility for nursing facility care). CARES staff educate consumers of options for individual choice and recommend the least restrictive, most appropriate placement. Emphasis is on enabling people to safely remain in their homes through provision of home-based services or with alternative community placements, such as assisted living facilities.

**Case Management** – A service provided to an older individual by a professional who is trained or experienced in the skills required to deliver and coordinate services. Includes assessing for care needs and arranging, coordinating, and monitoring an optimum package of services to meet the identified needs of the older individual.

**Centers for Medicare & Medicaid Services** – Administers Medicare, Medicaid, and the Children’s Health Insurance Program. Formerly called the Health Care Finance Administration (HCFA).

**Channeling Waiver** - A home and community-based services program that began in 1985, it was operated through an annual contract with an organized health care delivery system in Miami-Dade and Broward counties. Through contracts with the Department, the organization received a per-diem payment to provide, manage, and coordinate enrollees' long-term care service needs. All enrollees served under this waiver transitioned to Statewide Medicaid Managed Care Long-term Care Program (SMMC LTC) effective March 1, 2014.

**Cronbach's Alpha** – a statistic used as a measure of internal consistency or reliability of multiple measures combined into a continuous scale. In other words, it measures how well a set of variables or items measures a single, one-dimensional latent aspect of individuals. The value of alpha may lie between 0 and 1. An alpha should be 0.70 or higher to be used as a metric. An alpha above 0.90 might suggest responses to items in the scale are too overlapping, and could be redundant.

**CIRTS (Client Information and Registration Tracking System)** – DOEA's centralized customer registry and database, with information about customers who have received a Department-funded service. CIRTS is a dynamic database that is updated on a real-time basis when a customer enrolls or an existing customer receives a service. The information captured in CIRTS includes client name, address, telephone number, all physical and mental assessment data (activities of daily living, instrumental activities of daily living, etc.), and services received by date of service and number of units of service provided.

**Community** – Geographic area designated by the AAA after considering the incidence of need, availability and delivery pattern of local services, and natural boundaries of neighborhoods. A community may be a county, a portion of a county, or two or more counties.

**Community Care for the Elderly (CCE)** – A state-mandated service delivery system, which contracts out community-based services. The services provide assistance with daily tasks to help make it possible for functionally impaired elders to live independently in their own homes.

**Consumer Directed Care Plus (CDC+)** – The Consumer Directed Care Plus Program was an option available to participants enrolled in the Aged and Disabled Adult (ADA) Medicaid Waiver. The Program allowed participants to hire workers and vendors of their own choosing, including family members or friends, to help with daily needs such as house cleaning, cooking, and getting dressed. Consumer Directed Care Plus was replaced with the Participant Directed Option under the Statewide Medicaid Managed Care Long-Care Program (SMMC LTC), which was effective March 1, 2014.

**Contract** – A legally binding agreement between the state and another entity, public or private, for the provision of services.

**Contract Manager** – A person designated by the Department or the AAA to manage the performance of the contract.

**Contractor/Subcontractor** – The entity selected as the result of a procurement decision using competitive or non-competitive methods to provide goods or services pursuant to a legally executed agreement. The contractor/subcontractor can be a recipient, subrecipient, or vendor.

**Demand** – The number of output units that are eligible to benefit from a service or activity.

**Dementia** – The loss of cognitive functions (such as thinking, remembering, and reasoning) of sufficient severity to interfere with an individual's daily functioning. Dementia is not a disease. It is a group of symptoms which may accompany certain diseases or conditions. Symptoms may also include changes in personality, mood, and behavior.

**Dementia Care and Cure Initiative (DCCI)** – a DOEA initiative that will increase awareness, assistance, and advocacy for those with dementia, their families, and caregivers.

**Department** – The Florida Department of Elder Affairs (DOEA).

**Department of Children and Families (DCF)** – The state agency responsible for social and financial assistance services for categorically eligible children and adults.

**Diversion** – A strategy that places participants in the most appropriate care settings and provides comprehensive community-based services to prevent or delay the need for long-term placement in a nursing facility.

**DOEA** – Department of Elder Affairs

**Direct-Support Organization** – The Foundation for Florida's Elders, Inc. is the Direct-Support Organization for the Department of Elder Affairs.

**Emergency Home Energy Assistance for the Elderly (EHEAP)** – A program that provides vendor payments to assist low-income households, with at least one person age 60 or older that are experiencing home energy emergencies.

**Exploitation** – "Exploitation" means, but is not limited to, the following:

- a. Improper or illegal use or management of a vulnerable adult's funds, assets, or property with the intent to temporarily or permanently deprive the person of the use, benefit, or possession of the funds, assets, or property for the benefit of someone other than the vulnerable adult; or
- b. Intentional or negligent failure to effectively use a vulnerable adult's income and assets for the necessities required for that person's support and maintenance.

**F.A.C.** – Florida Administrative Code

**FLAIR** – Florida Accounting Information Resource Subsystem

**FMMIS** – Florida Medicaid Management Information System



**Frail** – A condition of physical and/or mental disability, including Alzheimer's disease or a related disorder with neurological brain dysfunction, which restricts an individual's ability to perform normal activities of daily living or threatens the individual's capacity to live independently.

F.S. – Florida Statutes

**Functionally Impaired Elderly Person** – A person 60 years of age or older with physical or mental limitations that restrict the individual's ability to perform the normal activities of daily living and impede the individual's capacity to live independently without provision of services. Functional impairment will be determined through a functional assessment completed with each applicant for Community Care for the Elderly, Home Care for the Elderly, and Alzheimer's Disease Initiative services.

FY – Fiscal Year

GAA – General Appropriations Act

HCBS – Home and Community-Based Services

**Home Care for the Elderly** – A program that provides a basic subsidy averaging \$106 per month for support/maintenance services and supplies to allow frail elders to remain in their homes with a live-in caregiver. Case management services are also provided.

**Indicator** – A single quantitative or qualitative statement that reports information about the nature of a condition, entity, or activity. This term is used commonly as a synonym for the word "measure."

**Information Technology Resources** – Includes data processing-related hardware, software, services, telecommunications, supplies, personnel, facility resources, maintenance, and training.

**Input** – The quantities of resources used to produce goods or services and the demand for those goods and services.

**Instrumental Activities of Daily Living (IADL)** – Functions and tasks associated with management of care such as preparing meals, taking medications, heavy chores, housekeeping, making telephone calls, managing money, shopping, and using transportation.

**Legislative Appropriations System/Planning and Budgeting Subsystem (LAS/PBS)** – Legislative Appropriations System/Planning and Budgeting Subsystem. The statewide appropriations and budgeting system owned and maintained by the Executive Office of the Governor.

**Legislative Budget Request**– A request to the Florida Legislature, filed pursuant to s. 216.023, F.S., or supplemental detailed requests filed with the legislature, for the amounts of money an agency or branch of government believes will be needed to perform the functions for which it is authorized, or for which it is requesting authorization by law, to perform.

**Level of Care**– A term used to define medical eligibility for nursing home care under Medicaid and Medicaid waiver community-based non-medical services. (To qualify for Medicaid waiver programs, the applicant must meet the nursing home level of care.) Level of care also is a term used to describe the frailty level of a consumer seeking DOEA services and is determined from the frailty level prioritization assessment tool. The Customer Profiles by Assessment Level, included in the Department’s Summary of Programs and Services document, shows the prioritization levels and describes the average consumer’s health, disability level, caregiver situation, and nursing home risk score for each level.

**Long-Range Program Plan (LRPP)** – A plan developed on an annual basis by each state agency that is policy-based, priority-driven, accountable, and developed through careful examination and justification of all programs and their associated costs. Each plan is developed by examining the needs of agency customers and clients and proposing programs and associated costs to address those needs based on state priorities as established by law, the agency mission, and legislative authorization. The plan provides the framework and context for preparing the legislative budget request and includes performance indicators for evaluating the impact of programs and agency performance.

**Long-term Care Community Diversion Pilot Project** – A Medicaid waiver program designed to provide home and community-based services to older persons assessed as being frail, functionally impaired, and at risk of nursing home placement who are dually eligible for Medicaid and Medicare. Also known as the Nursing Home Diversion (NHD) Program. All enrollees served under this waiver transitioned to Statewide Medicaid Managed Care Long-term Care Program (SMMC LTC) effective March 1, 2014.

**Long-Term Care Ombudsman Program (LTCOP)** – A statewide system of volunteers who receive, investigate, and resolve complaints made by, or on behalf of, individuals living in nursing homes, assisted living facilities, or adult family care homes. This program is administratively housed in DOEA and has district staff who coordinate the work of the volunteers.

LSP – Local Services Program

LTC – Long-term Care

MDC – Memory Disorder Clinic

**Medicaid** – A medical assistance program funded with federal matching funds that serves low-income families, those age 18 and older, people who are blind, and people with disabilities. The DCF ACCESS (Automated Community Connection to Economic Self Sufficiency) Florida Program determines eligibility for public assistance.

**Medicare** – A federal health insurance program that serves people 65 and older and those with certain disabilities, regardless of income. Medicare has three parts: Part A (hospital insurance), Part B (medical insurance), and Part D (prescription assistance).

**Monitoring** – The collection and analysis of contract agencies’ performance related to current and past activities in order to determine whether the agency complied with its contracts and state and federal rules, adhered to standards of good practice within the industry, and produced outcomes consistent with DOEA’s statutory mission and focus.

**NAPIS** – National Aging Program Information System

**NASUAD** – National Association of States United for Aging and Disabilities

**National Family Caregiver Support Program (NFCSP)** – Provides support services for family caregivers, including grandparents or other elders caring for relatives. The program encourages the provision of multifaceted systems of support services to assist individuals in providing care to older family members, adults with disabilities, and children. The primary program consideration is to relieve emotional, physical, and financial hardships of individuals providing care. Funded by the Older Americans Act, Title IIIIE.

**Neglect** – The failure or omission on the part of the caregiver or vulnerable adult to provide the care, supervision, and services necessary to maintain the physical and mental health of the vulnerable adult, including, but not limited to, food, clothing, medicine, shelter, supervision, and medical services, which a prudent person would consider essential for the well-being of a vulnerable adult; or the failure of a caregiver or vulnerable adult to make a reasonable effort to protect a vulnerable adult from abuse, neglect, or exploitation by others. “Neglect” is repeated conduct or a single incident of carelessness that produces or could reasonably be expected to result in serious physical or psychological injury or a substantial risk of death.

**Office of Public and Professional Guardians (OPPG)** – The Office of Public and Professional Guardians (OPPG) within the Department of Elder Affairs was created by the Florida Legislature to provide guardianship services to persons who do not have adequate income or assets to afford a private guardian when there is no willing family or friend to serve. During the 2016 Florida legislative session, SB 232 renamed the Statewide Public Guardianship Office (SPGO) as the Office of Public and Professional Guardians (OPPG) and assigned additional responsibility of administering the regulation of professional guardians who were not previously regulated by the State.

**Older Americans Act (OAA)** – Federal legislation that provides funding for a wide array of social services for persons age 60 and older. The Act emphasizes the development of a comprehensive and coordinated service delivery system for the elderly; elimination of duplicating and overlapping functions; and integration of social and nutritional services.

**OAA Title IIIB** – Older Americans Act section providing funding for supportive service programs, including multipurpose senior centers, for older persons.

**OAA Title IIIC1** – Older Americans Act section providing funding for congregate meals, outreach, and nutrition education for older persons.

**OAA Title IIIC2** – Older Americans Act section providing funding for home-delivered meals, outreach, and nutrition education for older persons.

**OAA Title IIID** – Older Americans Act section providing funding for disease prevention and health promotion services for older persons.

**OAA Title IIIE** – Older Americans Act section known as the National Family Caregiver Support Program. It funds supportive services for caregivers who provide in-home care for frail older individuals and grandparents or older persons who are relative caregivers of children 18 years of age or younger or individuals with a disability.

**OAA Title V** – Older Americans Act section providing for the Senior Community Service Employment Program (SCSEP).

**OAA Title VII** – Older Americans Act section which incorporates separate authorizations of appropriations for the following: Long-Term Care Ombudsman Program, the program for prevention of elder abuse, neglect, and exploitation, and the elder rights and legal assistance program

**Outcome** – An indicator of the actual impact or public benefit of a service.

**Output** – The actual service or product delivered by a state agency.

**PASRR** – Pre-Admission Screening and Resident Review. PASRR is a federal requirement to help ensure that individuals are not inappropriately placed in nursing homes for long-term care.

**Pass Through**<sup>38</sup> – Funds the state distributes directly to other entities, e.g., local governments or non-profit organizations, without being managed by the agency distributing the funds. These funds flow through the agency's budget; however, the agency has no discretion regarding how the funds are spent, and the activities (outputs) associated with the expenditure of funds are not measured at the state level.

**Performance Measure** – A quantitative or qualitative indicator used to assess state agency performance.

**Planning and Service Area (PSA)** – A distinct geographic area, established by the Department of Elder Affairs, in which Older Americans Act and related programs are administered by an Area Agency on Aging (see definition above).

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<sup>38</sup> This definition of “pass through” applies ONLY for the purposes of long-range program planning.

**Program** – A set of activities undertaken in accordance with a plan of action organized to realize identifiable goals based on legislative authorization (a program can consist of single or multiple services). For purposes of budget development, programs are identified in the General Appropriations Act by a title that begins with the word “Program.” In some instances, a program consists of several services and, in other cases, the program has no services delineated within it; the service is the program in these cases. The LAS/PBS code is used for purposes of both program identification and service identification. “Service” is a “budget entity” for purposes of the LRPP.

**Program Component** – An aggregation of generally related objectives, which, because of their special character, related workload and interrelated output, can logically be considered an entity for purposes of organization, management, accounting, reporting, and budgeting.

**Program of All-Inclusive Care for the Elderly (PACE)** – A program that targets individuals who would otherwise qualify for Medicaid nursing home placement and provides them with a comprehensive array of home and community-based services at a cost less than nursing home care.

**Public Guardianship Program** – A statewide program established to address the needs of vulnerable persons in need of guardianship services. Guardians protect the property and personal rights of incapacitated individuals.

**Quality Assurance** – Evaluation of the quantity, quality, economy, and appropriateness of services in accordance with prescribed standards of care and level of professionalism. It also includes methods for determining participants' satisfaction or dissatisfaction with services being delivered.

**Recipient/Subrecipient** – A person or entity that is not an employee, who performs all or part of those services under contract with the pass-through entity. Recipients and subrecipients typically determine program eligibility, are responsible for program decision-making, and must adhere to compliance requirements. They have their performance measured against state and federal goals and use federal and state program funds to carry out services under programs

**Reliability** – The extent to which the measuring procedure yields the same results on repeated trials, and data are complete and sufficiently error free for the intended use.

**Respite** – In-home or short-term facility-based assistance for a homebound elderly individual from someone, who is not a member of the family unit, to allow the caregiver to leave the premises of the homebound elderly individual for a period of time.

**Rural Area** – An area outside a Standard Metropolitan Statistical Area (SMSA) as defined by the U.S. Department of Commerce, Bureau of Census.

**Senior Community Service Employment Program (SCSEP)** – A federal program funded by Title V of the Older Americans Act that provides low-income elders with paid part-time work experience in community services, to provide them with the experience and skills needed to obtain unsubsidized employment in the local job market.

**Senior Companion Program (SCP)** – A peer volunteer program that provides services such as transportation to medical appointments, shopping assistance, meal preparation, and companionship to elders at risk of institutionalization. Lower-income elder volunteers receive a stipend to help defray expenses, transportation reimbursement and an annual medical checkup.

**Service** – See Budget Entity

**Service Provider** – An entity that is awarded a sub-grant or contract from an AAA to provide services under the following programs: Older Americans Act; Alzheimer’s Disease Initiative; Community Care for the Elderly; Home Care for the Elderly; and Local Services Program.

**Serving Health Insurance Needs of Elders (SHINE)** – A statewide program with a statewide network of trained volunteers offering free health insurance education and counseling to elders, their families, and caregivers.

**Standard** – The level of performance of an outcome or output.

**Statewide Medicaid Managed Care Long-term Care (SMMC LTC)** – The Statewide Medicaid Managed Care Long-Term Care Program provides home and community-based services and nursing facility services to older persons (65+) and disabled individuals (ages 18-64) who meet nursing facility level of care.

**SWOT** – Strengths, Weaknesses, Opportunities, and Threats. A SWOT analysis is a global assessment of an agency’s stakeholders and the agency’s external and internal environments.

**U.S. Department of Health and Human Services (HHS)** – The federal agency, which includes the AoA, responsible for administering the Older Americans Act programs.

**Unit Cost** – The average total cost of producing a single unit of output (goods and services for a specific agency activity).

**Units of Service** – Units of service are a standard method for counting and reporting services provided.

**Validity** – The appropriateness of the measuring instrument in relation to the purpose for which it is being used.