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AAA4 BULLETIN

TO: AAA4-Funded Programs Subject to Performance Review by the Joint Program Evaluation Committee (JPEC)	NO: A4B2023-04
SUBJECT: Preparing for Reinstatement of Performance Standards Policy	DATE ISSUED: June 13, 2023
REFERENCES: A4B2023-03	SUPERSEDES: N/A
PROGRAMS AFFECTED: <input type="checkbox"/> All <input checked="" type="checkbox"/> Title III-B <input checked="" type="checkbox"/> Title III C-1/C-2 <input checked="" type="checkbox"/> Title III-D <input checked="" type="checkbox"/> Title III-E <input type="checkbox"/> HICAP <input type="checkbox"/> MIPPA <input type="checkbox"/> Ombudsman VIIa <input type="checkbox"/> Elder Abuse Prevention VIIb <input type="checkbox"/> OTO <input type="checkbox"/> Other	
PURPOSE OF BULLETIN: <input checked="" type="checkbox"/> Amend Policy or Procedure <input type="checkbox"/> Clarification <input type="checkbox"/> Other:	
FOR INQUIRIES CONTACT: Your assigned Regional Services Specialist	

In April of 2020 AAA4’s Governing Board voted unanimously to waive the Performance Standards Policy by affirming that “neither above-range nor below-range performance resulting from the Coronavirus shall, in and of itself, be valid grounds for any formal Sanction. [And] wherever a disagreement may exist as to whether COVID-19 obstructed the delivery of services, the Funded Partner shall be granted the benefit of the doubt.”

Both the federal government and the State of California have now declared the COVID-19 public health emergency is over. AAA4’s Board is expected to fully reinstate the Performance Standards Policy with regard to above-range and below-range performance effective July 1, 2023.

For every AAA4-Funded Program, the Agency’s Data Team has graphed performance numbers in the years before and since the COVID-19 pandemic. Except for Title III-E Family Caregiver Programs receiving awards under the 2023-27 Request for Proposals, this trend analysis work will serve as the starting point for renegotiating annual scopes of service for SFY 2023-24. Once AAA4 and Funded Partner Staff have agreed on an annual figure, the Joint Program Evaluation Committee (JPEC) will vote on a recommendation (tentatively August 31, 2023), then the Governing Board will vote to adopt the figure as presented or as amended (tentatively September 8, 2023).

Approved scope of service figures will be reflected in all SFY 2023-24 contract agreements. In the event a contract has already been executed, an amendment to the contract will be made as soon as practicable, with consideration given to associated administrative burden for both parties. Funded

Programs will be expected to meet the annual scope of service regardless of when the contract (or contract amendment) is executed by AAA4.

Once the annual scope of service has been established, quarterly benchmarks will be negotiated between AAA4 and Funded Partner Staff. Benchmarks are used by JPEC to determine whether the delivery of services is progressing as anticipated. Benchmarks are used by Funded Programs to account for variations in the service pattern (e.g., less activity in the Winter months). Such variations may or may not be known in advance; hence benchmarks can be adjusted during the course of the fiscal year so long as the annual scope of service remains the same.

AAA4's Data Team has grouped the Funded Programs into three tiers (as shown below), based upon how significantly the pandemic affected the previous service pattern. The Data Team will individually contact each Funded Program, beginning with Tier A and ending with Tier C, to share trend numbers and graphs and to begin discussing adjustments for SFY 2023-24, as needed.

It is not necessary for Funded Providers to take any action until they have been contacted by AAA4's Data Team.

A copy of the current Performance Standards Policy is attached for your reference.

Questions and requests for technical assistance should be directed to your assigned Regional Services Specialist or, for AAA4 in-house programs, to the appropriate Administrator.

Effect of COVID-19 on Program Performance (Units of Service Provided)

Tier A: Minimal Disruption	<p>AAA4 Matter of Balance: III-D Health Promotion-Evidence Based AAA4 Mature Edge: Job Readiness Program: III-B Employment FREED Center for Independent Living: III-B Home Repair/Modification Gold Country Community Services: III-C1 Congregate Meals LSNC Mother Lode: III-B Legal Advice/Counseling Meals on Wheels Yolo County (PRI): III-C1 Congregate Meals Rebuilding Together: III-B Home Repair/Modification Seniors First: III-C1 Congregate Meals</p>
Tier B: Moderate Disruption	<p>AAA4 Bingocize: III-D Health Promotion-Evidence Based AAA4 Caregiver Counseling (BRICC): III-E Caregiver Counseling AAA4 Case Management: III-B Case Management AAA4 Yuba-Sutter Meals on Wheels: III-C2 Home Delivered Meals ACC Senior Services - ACC Rides: III-B Transportation Dignity Community Care: III-B Transportation & Transportation Vouchers FREED Center for Independent Living: III-B Transportation Vouchers Gold Country Community Services: III-C2 Home Delivered Meals Inc. Seniors of Sierra County: III-C2 Home Delivered Meals Inc. Seniors of Sierra County: III-B Outreach LSNC: Sacramento Office: III-B Legal Advice/Counseling LSNC: Yolo Office: III-B Legal Advice/Counseling Meals on Wheels by ACC: III-C1 Congregate Meals (Traditional and Non-) Meals on Wheels by ACC: III-C2 Home Delivered Meals Meals on Wheels Yolo County (PRI): III-C2 Home Delivered Meals Placer Independent Resource Services (PIRS): III-B Home Repair/Modification Seniors First: III-B Transportation Seniors First - Meals on Wheels Placer: III-C2 Home Delivered Meals Sierra Senior Services: III-C1 Congregate & III-C2 Home Delivered Meals Yolo Healthy Aging Alliance: III-C1 Non-Traditional Congregate Meals Yuba Sutter Legal Center: III-B Legal Advice/Counseling</p>
Tier C: Major Disruption	<p>AAA4 Dine Around Town: III-C Non-Traditional Congregate Meals AAA4 DEEP: III-D Health Promotion-Evidence Based Community Link: III-B Senior Information & Assistance Connecting Point: III-B Senior Information & Assistance Inc. Seniors of Sierra County: III-C1 Congregate Meals Foothills Hospitality House: III-B Transportation FREED: III-B Senior Information & Assistance Seniors First: III-B Senior Information & Assistance Stanford Settlement: III-B Transportation</p>